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HEALTH SERVICES MANAGEMENT

AFSC 4A0X1

"In Demand & Indispensable"

CAREER FIELD
EDUCATION AND TRAINING PLAN

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CAREER FIELD EDUCATION AND TRAINING PLAN
HEALTH SERVICES MANAGEMENT SPECIALTY
AFSC 4A0X1

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PART I

PREFACE

1. This Career Field Education and Training Plan (CFETP) is a comprehensive education and training document that identifies life-cycle education/training requirements, training support resources, and minimum core task requirements for this specialty. The CFETP will provide personnel with a clear career path to success and will instill rigor in all aspects of career field training. **NOTE**: Civilians occupying associated positions will use Part II to support duty position qualification training.

2. The CFETP consists of two parts; supervisors plan, manage, and control training within the specialty using both parts of the plan.

2.1. **Part I** provides information necessary for overall management of the specialty.

2.1.1. **Section A** explains the purpose for and how everyone will use the plan.

2.1.2. **Section B** identifies career field progression, duties and responsibilities, training strategies, and career field path.

2.1.3. **Section C** associates each level with specialty qualifications (knowledge, education, experience, training, and other).

2.1.4. **Section D** indicates resource/training constraints such as funds, manpower, equipment, facilities, etc.

2.1.5. **Section E** identifies transition training guide requirements for SSgt through MSgt.

2.2. **Part II** contains six sections. At the unit level, supervisors and trainers use Part II to identify, plan and conduct training commensurate with the overall goals of this plan.

2.2.1. **Section A** identifies the Specialty Training Standard (STS) and includes duties, tasks, Training References (TRs) to support training, Air Education and Training Command (AETC) - conducted training, wartime course, core task and correspondence course requirements.

2.2.2. **Section B** contains the Course Objective List (COL) and training standards supervisors will use to determine if Airmen satisfied training requirements.

2.2.3. **Section C** identifies available support materials. An example is a Qualification Training Package (QTP) that may be developed to support proficiency training.

2.2.4. **Section D** contains a training course index that supervisors can use to determine resources available to support training. Included here are both mandatory and optional courses.

2.2.5. **Section E** identifies Major Command (MAJCOM)-unique training requirements supervisors can use to determine additional training required for the associated qualification needs. At unit level, supervisors and trainers will use Part II to identify, plan, and conduct training commensurate with the overall goals of this plan.

3. Using guidance provided in the CFETP will ensure individuals in this specialty receive effective and efficient training at the appropriate points in their career. This plan will enable us to train today's work force for tomorrow's jobs.

ABBREVIATIONS/TERMS EXPLAINED

Air Force Job Qualification Standard (AFJQS). A comprehensive task list which describes a unique duty position. Used by supervisors to document task qualifications. The tasks on AFJQS are common to all serving in a particular described duty position.

Air Force Training Record (AFTR). A hierarchical web-based system used to track enlisted training. The system gives trainee, supervisor, and functional manager access to virtual training products, such as CFETP and AFJQS. Additionally, they are able to create individual training plans and document upgrade training.

Air Reserve Component (ARC). The Air Reserve Component consists of the Air Force Reserve and Air National Guard.

Ambulatory Data Module (ADM). Automated information system designed to capture and report patient encounter data at the International Classification of Diseases, Clinical Modification (ICD-CM) and Current Procedural Terminology (CPT) code detail.

Armed Forces Health Longitudinal Technology Application (AHLTA). The military's electronic health record (EHR), AHLTA, is an enterprise-wide medical and dental information management system that provides secure online access to Military Health System (MHS) beneficiaries' records. It is used by medical clinicians in fixed and deployed military treatment facilities (MTFs) worldwide. This centralized EHR allows health care personnel worldwide to access complete, accurate health data to make informed patient care decisions - at the point of care - anytime, anywhere. AHLTA is the first system to allow for the central storage of standardized electronic health record (EHR) data that is available for worldwide sharing of patient information.

Army Training Requirement and Resources System (ATRRS). An Army Management Information System of Record for managing student input to training. The on-line system integrates manpower requirements for individual training with the processes by which the training base is resourced and training programs are executed. With the consolidation of the Air Force 3-skill level school with the Army at the Medical Enlisted Training Campus (METC) this is the primary training notification system.

Career Development Course (CDC). These self-study courses help airmen complete the specialty knowledge portion of the dual-channel concept for the enlisted training program. Airmen must complete career development courses successfully at various stages to advance in their careers. Career development courses are also available on a voluntary basis for career broadening.

Air Force Career Field Manager (AFCFM). An individual charged with the responsibility for overseeing all training and career field management aspects of an Air Force Specialty or group of specialties.

Certification. A formal indication of an individual's ability to perform a task to required standards.

Certification Official. A person whom the commander assigns to determine an individual's ability to perform a task to required standards (also referred to as task certifier).

Computer-Based Training (CBT). Training accomplished via computer.

Core Task. Tasks the AFCFM identifies as minimum qualification requirements for everyone within an AFSC, regardless of duty position. Core tasks may be specified for a particular skill level or in general across the AFSC. Guidance for using core tasks can be found in the applicable CFETP narrative.

Current Procedural Terminology (CPT) Coding. Standardized numeric codes assigned to every task and service a medical practitioner may provide to a patient including medical, surgical and diagnostic services. They are then used by insurers to determine the amount of reimbursement a practitioner will receive by an insurer. The standardization throughout both governmental and private sector ensures uniformity.

Defense Medical Human Resources System internet (DMHRSi). A web-based human resource management system that provides ready access to essential manpower, personnel, labor cost assignment, education and training, and readiness information for the MHS.

Enlisted Specialty Training (EST). A combination of formal training (technical school) and informal on-the-job (OJT) training to qualify and upgrade Airmen in each skill level of a specialty.

Family Health Operations (FHO). A model for *Patient Centered* Medical Home (PCMH) in the Family Health Clinics in the Air Force Medical Service. Deliver highest quality, *evidence based*, patient centered care to enrolled patients through *team oriented* processes, good access, high continuity, communications, prevention, education, and

coordinated management of disease. This approach is employed to ensure operational readiness and operational health of military members.

Go. The stage at which an individual has gained enough skill, knowledge, and experience to perform the tasks without supervision.

Health Care Optimization (HCO). The overall process of optimizing patient care by practicing the PCMH concept and managing patient health and wellness through case and disease management and preventive health.

Health Informatics. A discipline at the intersection of information science, computer science, and health care. It incorporates resources, devices, and methods required for optimizing the acquisition, storage, retrieval, and use of information in health and biomedicine.

Health Insurance Portability and Accountability Act (**HIPAA).** This is Public Law 104-91 enacted 21 August 1996. The purpose of the Act is to improve the portability and continuity of health insurance coverage, improve access to long term care services and coverage, and to simplify the administration of healthcare. A primary component of HIPAA is the protection and privacy of individually identifiable health information. To comply with the HIPAA Privacy Rule the DoD established a regulation, DoD 6025.18-R, DoD Health Information Privacy Regulation, to implement the requirements throughout the DoD medical health system.

Information Management/Information Technology (IM/IT). The functional area which handles computer systems, local area network connectivity, software support, network security and information management training within our Medical Treatment Facilities. Also includes management of telecommunication activities.

Integrated Disability Enrollment System (IDES). A joint program between the DoD and the Department of Veterans Affairs (VA) designed to ensure seamless transition for DoD wounded, ill or injured personnel regarding care, benefits and services in the VA system.

ICD-CM. Designed for the classification of morbidity and mortality information for statistical purposes, and for indexing of hospital records by diseases and operations for data storage and retrieval.

Initial Skills Training. A formal resident course resulting in an AFSC 3-skill level award for enlisted members.

Interactive Courseware. Computer-controlled training designed for student interaction with the learning environment through input devices such as keyboards and light pens. The student's decisions and inputs to the computer determine the level, order, and pace of instructional delivery.

Major Command (MAJCOM) Functional Manager (MFM). A person appointed by their respective Command Surgeon as the senior representative for an Air Force Specialty (AFS) within a specific MAJCOM. Among other responsibilities, the MFMs work with AFCFM to develop, implement and maintain the CFETP.

Master Task List (MTL). A comprehensive list (100%) of all tasks performed within a work center, consisting of, at a minimum, the current CFETP or AFJQS and locally developed AF Forms 797, **Job Qualification Standard Continuation/Command JQS**. The MTL should include tasks required for deployment and/or unit type code (UTC) requirements.

Master Training Plan (MTP). Employs a strategy for ensuring the completion of all work center job requirements by using a MTL and provides milestones for task, CDC completion, and prioritizes deployment/UTC, home station training tasks, upgrade, and qualification tasks.

Medical Information Technology. The dynamic interaction of information management and technological systems designed to meet the needs of a medical business enterprise.

Medical Readiness Decision Support System-Unit Level Tracking and Reporting Application (MRDSS-ULTRA). A computer system used to display the percentages of readiness capability for assigned UTCs; view materiel information; and update readiness personnel, training, and deployment information.

No Go. Term used to describe that a trainee has not gained enough skill, knowledge, and experience to perform task without supervision.

Occupational Survey Report. A detailed report showing the results of an occupational survey of tasks performed within a particular AFS.

On-the-Job Training (OJT). Hands-on, over-the-shoulder training conducted to certify personnel in both upgrade (skill level award) and job qualification (duty position certification) training.

Patient Centered Medical Home (PCMH). A health care setting that facilitates partnerships between individual patients, their personal physicians and when appropriate, their family. Care is facilitated by registries, information technology, health information exchange and other means to assure patients receive the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.

Plan of Instruction. A course control document used for planning, organization, operation, and validation purposes.

Primary Care Management (PCM) Team. The patient treatment concept based on health care teams comprised of providers, nurses, medical technicians and health services managers assigned to a specific patient population.

Program Objective Memorandum (POM). A part of the programming phase in the Planning, Programming, Budgeting and Execution process. It is created to develop balanced, capability-based programs. The POM is vetted through a budget review and provides adjustments to programs which are approved by AF/SG to TRICARE Management Activity (TMA) to the Office of the Secretary of Defense (OSD).

Proficiency Code. An alpha/numeric code assigned to a subject knowledge, task knowledge or task performance level.

Proficiency Training. Additional training, either in-residence, exportable advanced training courses, or OJT, provided to personnel to increase their skills and knowledge beyond the minimum required for upgrade.

Qualification Training (QT). Actual hands-on task performance training designed to qualify an airman in a specific duty position. This portion of the dual channel on-the-job training program occurs both during and after the upgrade training process. It is designed to provide the performance skills required to do the job.

Readiness Skills Verification (RSV). Recurring training necessary to maintain skills of a fully qualified individual to adequately perform the mission and related duties required in peacetime and wartime.

Skills Training. A formal course that results in the award of a skill level.

Special Needs Identification and Assignment Coordination (SNIAC). A process to identify eligible U.S. Air Force families with special medical and/or education requirements and helps those families obtain required services. The process ensures families have access to necessary services upon reassignment, whether CONUS or OCONUS.

Specialty Training Standard (STS). An Air Force publication that describes an AFS in terms of tasks and knowledge which an Airman in that specialty may be expected to perform (or to know how to) on the job, and identifies the training provided to achieve a 3-, 5-, and 7-skill level within an enlisted AFS. It further serves as a contract between AETC and the functional user to show which of the overall training requirements for an AFSC are taught in formal schools and correspondence courses.

Task Certifier. See Certification Official.

Transportation Command (TRANSCOM) Regulating And Command & Control (C2) Evacuation System (TRAC2ES) . A Web-based system that tracks and coordinates movement of sick or injured service men and women within the military's network of healthcare facilities around the world, during both war and peace.

Third Party Certification. An evaluation of completed training conducted by the task certifier and is only required when directed by the AFCFM.

Total Force. All collective Air Force components (Active Duty, Reserve, Guard, and civilian elements) of the USAF.

Training Platforms (TP). Courses, CBT, and other methods of training for specific job training.

Unit Type Code (UTC). A five-character alpha/numerical code that uniquely identifies each type unit of the Armed Forces.

Upgrade Training (UGT). Mandatory training which leads to attainment of a higher level of proficiency.

Utilization and Training Workshop (U&TW). A forum led by the CFM and Training Pipeline Manager Incorporating the expertise of MAJCOM AFSC Functional Managers, Subject Matter Experts (SMEs), and AETC training personnel who determine career ladder training requirements.

Wartime Tasks. Tasks taught when courses are accelerated in a wartime environment. In response to a wartime scenario, these tasks are taught in the 3-skill level course during a streamlined training environment.

PART I, SECTION A - GENERAL INFORMATION

1. Purpose of the CFETP. This CFETP provides information necessary for the CFM, MFMs, commanders, training managers, supervisors and trainers to plan, develop, manage, and conduct an effective and efficient career field training program. The plan outlines the training individuals should receive to develop and progress throughout their career. This plan identifies initial skills, upgrade, qualification, advanced and proficiency training. Initial skills training is the AFS specific training an individual receives upon entry into the AF or upon retraining into this specialty for award of the 3-skill level. For the 4A0X1 career field, initial and advanced skills training are provided by the 937 Training Group at Fort Sam Houston, Texas. Upgrade training identifies the mandatory courses, task qualification requirements, and correspondence course completion requirements for award of the 3-, 5-, 7-, and 9-skill level. Qualification training is actual hands-on task performance training designed to qualify an Airman in a specific duty position. This training program occurs both during and after the upgrade training process. It is designed to provide the performance skills and knowledge required to do the job. Advanced training is formal specialty training used for selected Airmen. Proficiency training is additional training, either in-residence or exportable advanced training courses, or on-the-job training provided to personnel to increase their skills and knowledge beyond the minimum required for upgrade. The CFETP has several purposes—some are:

1.1. Serves as a management tool to plan, manage, conduct, and evaluate a career field-training program. Also, it is used to help supervisors identify training at the appropriate point in an individual's career.

1.1.1. Identifies task and knowledge training requirements for each skill level in the specialty and recommends education and training throughout each phase of an individual's career.

1.1.2. Lists training courses available in the specialty, identifies sources of training and the training delivery method.

1.1.3. Identifies major resource constraints that impact full implementation of the desired career field training process.

1.2. Uses of the CFETP. The plan used by MFMs and supervisors at all levels to ensuring comprehensive and cohesive training programs are available for each individual in the specialty.

1.2.1. AETC training personnel will develop or revise formal resident, nonresident, field and exportable training based upon requirements established by the users and documented in Part II of the CFETP. They will also work with the AFCFM to develop acquisition strategies for obtaining resources needed to provide the identified training.

1.2.2. MFMs will ensure their training programs complement the CFETP mandatory initial, upgrade, and proficiency requirements. OJT, resident training, and contract training or exportable courses can satisfy identified requirements. MAJCOM-developed training to support this AFS must be identified for inclusion into the plan and must not duplicate existing training.

1.2.3. Each individual will complete the mandatory training requirements specified in this plan. The list of courses in Part II will be used as a reference to support training.

1.3. Coordination and Approval of the CFETP. The AFCFM is the approval authority for changes and updates to the CFETP. Also, the CFM will initiate an annual review of this document to ensure currency and accuracy. MAJCOM representatives and AETC training personnel will identify and coordinate on the career field training requirements. Using the list of courses in Part II, they will eliminate duplicate training.

PART I, SECTION B - CAREER FIELD PROGRESSION AND INFORMATION

2.1. Specialty Description. The following information incorporates the latest changes to the Enlisted Classification Directory located on the Air Force Personnel Services website. Type "Enlisted Classification Directory" in the search block.

2.1.1. Clinic Duties (Front Desk Clerk) - Greets patient and verifies patient identity and eligibility. Checks in patient for scheduled visits. Obtains/verifies third party insurance information. Identifies patients assigned to sensitive duty program. Verifies and updates patient demographics. Determines if visit is accident or injury-related and documents accordingly. Provides patient with required paperwork and clinic instructions and manages patient flow. Schedules follow-up appointments as required. Tracks, or assists with tracking, diagnostic results and route to appropriate health care provider. Displays patient appointments. Requests and recharge patient records. Generate provider rosters. Add patients to wait list and modifies wait list requests.

2.1.2. Clinic Duties (Medical Office Manager) - Assists Group Practice Manager (GPM) with identifying and managing capacity and demand by utilizing historical workload data. Assists GPM in developing and maintaining provider templates. Inputs appointment templates/schedules into Composite Health Care System (CHCS). Supports biometric data analysis/medical informatics, utilizing applicable reports and web-based tools. Coordinates patient referrals with referral management center (RMC) as required. Obtains referral reports from RMC and routes to appropriate health care provider. Performs end-of-day processing. Coordinates required documentation with appropriate clinical and support functions. Assists the resource management office with auditing third party collections and coding activities to ensure maximum reimbursement.

2.1.3 Informatics - Analyzes, evaluates, advises, and ensures the validity, completeness and accuracy of healthcare data collected by automated systems used by the military health system. Additionally, serves as the primary clinic interface for data quality initiatives, clinic audits (records, coding, insurance, etc) and other administrative processes as related to data integrity, quality and collection. Performs review and research of DoD, Air Force Medical Service and web-based guidance for data quality and business rule compliance. Assist with quantitative and qualitative analysis, trending, projections, and forecasting on patient demographics, clinical data and patient/provider utilization data from multiple automated information sources. Assist in analysis/trending, and data validation of business clinical healthcare data for process improvements and DoD workload compliance.

2.1.4. Information Management/Information Technology (IM/IT) - Performs and manages medical information technology functions and activities. Requests and documents technical assistance. Manages hardware and software activities. Monitors information technology security programs. Performs customer support activities. Manages user-training programs. Oversees service level agreements with communication communities. Manages and coordinates telecommunication activities.

2.1.5. Personnel and Administration (P&A) - Manage or perform duties with the Individualized Newcomer Treatment and Orientation (INTRO) program and in/out-processing of unit members. Monitor the OPR/EPR/LOE program. Track and updates duty status. Perform personnel action changes and duty information updates. Manage the awards and decoration program. Be functionally proficient with the Base Level Services Delivery Module, Defense Medical Human Resources System-internet, Defense Travel System and Functional Area Records Manager programs. Understand and assist members with leave, subsistence-in-kind, and controlled spend account issues. Manage the report of survey and inventory management programs.

2.1.6. Personnel Reliability Program & Sensitive Duties - Understand the impact of medical conditions on ability/reliability, and recognition of Potentially Disqualifying Information (PDI). Understand documentation and reporting procedures. Manage the suspension and decertification recommendations process as well as the process of returning a member to PRP status.

2.1.7. Medical Readiness - Performs duties as the unit deployment manager, managing Unit Type Codes (UTCs) and ensuring assigned personnel are appropriately trained and equipped. Ensures publication and currency of unit plans and provides input to wing plans (Medical Contingency Response Plan (MCRP), Comprehensive Emergency Management Plan, Disease Containment Plan, Installation Deployment Plan, etc.). Coordinates and manages medical deployment activities. Serves as the Medical Readiness Decision Support System Unit Level Tracking and Reporting Application unit system administrator and monitors unit reports. Prepares, briefs and submits readiness reports (SORTS, ART, etc). Conducts, coordinates, schedules, tracks, and documents medical readiness training. Liaisons with the Medical Logistics Office on war reserve materials with regards to deployability. Establishes and augments the medical and unit control center. Provides training on management of classified material, utilization of communication devices, log of events, and after-action reports. Supports MCRP, UTC team chiefs and RSV AFSC functional managers.

2.1.8. Resource Management Office (RMO) - Compiles information, financial statements, subsistence accounting, and prepares statistical reports. Performs market analysis and business-case analysis. Oversees Uniform Business Office programs to include third party collection (TPC) activities, Medical Affirmative Claims (MAC) and Medical Service Account (MSA) program management. Assists in manpower surveys and in developing manpower standards. Analyzes workload and cost data to validate manpower requirements, and develops adjustments and projections to support clinical or mission changes. Monitors the Unit Manpower Document (UMD) and the Unit Personnel Management Roster (UPMR) to ensure accurate requirements, funding and the correct assignment of personnel. Identifies staffing shortages and coordinates permanent or temporary assignment actions. Collects, maintains, prepares, and analyzes MEPRS data or comparable workload accounting system. Utilizes DMHRSi timesheet tracking program. Prepares budget estimates and financial plans. Monitors expenditures and obligations, analyzes financial reports and accounting and workload reporting procedures and conducts internal audits. Coordinates MOUs, MOAs, Support Agreements and Training Affiliations.

2.1.9. TRICARE Operations & Patient Administration (TOPA) - Performs and directs patient management functions. Interprets communications, directives, and publications. Prepares health record copies and abstracts. Coordinates release of information. Prepares, files, safeguards, transfers, audits and retires health records. Performs functions to admit, discharge, and transfer patients. Compiles information and prepares reports and charts on bed occupancy, staffing, medical care from civilian sources, and professional activities. Prepares patient-related correspondence and special orders for patient assignment, reassignment, and aeromedical evacuation. Identifies and processes Line of Duty (LOD) determinations. Monitors SNIAC (overseas clearance) program. Identifies, coordinates, and processes medical conditions requiring Medical Evaluation Board/Integrated Disability Evaluation System (MEB/IDES) proceedings. Verifies patient eligibility. Performs procedures for network referrals. Provides claims assistance and counseling to beneficiaries. Manage Secretarial Designee Programs. Oversees Patient Squadron and Casualty Reporting programs. Manages TRICARE Marketing, birth registration, medical in/outprocessing, TRICARE contract management , TRICARE enrollment and death processing.

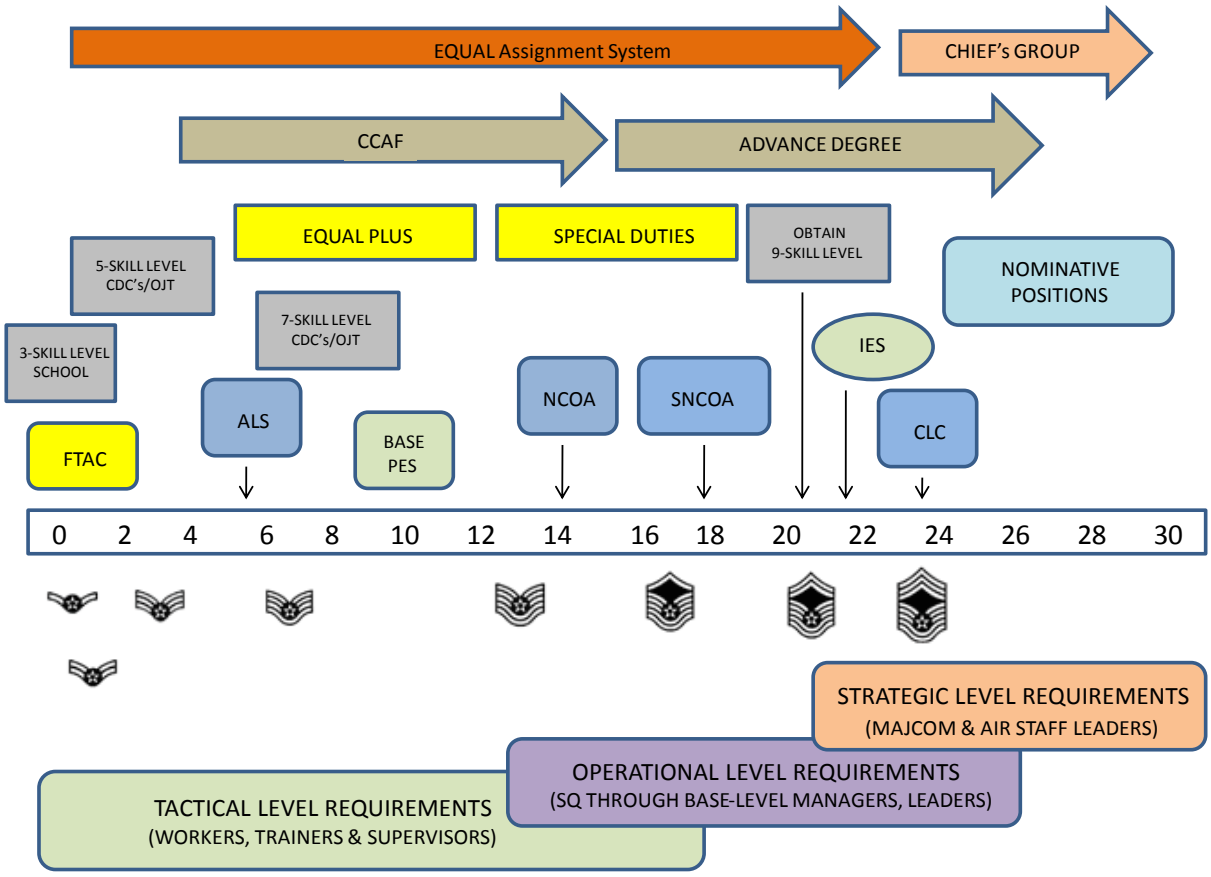
2.1.10. Aeromedical Evacuation - Enplanes and deplanes patients. Receive regulated patients and provides continuing and supportive care. Prepares cleared patients for flight. Briefs patients and accomplish appropriate documentation and TRAC2ES inputs. Coordinates ground transport between MTF and aircraft. Manages aircrew alert schedules.

2.2. Skill/Career Progression. Adequate training and timely progression from the apprentice to the superintendent skill level play an important role in the Air Force's ability to accomplish its mission. It is essential that everyone involved in training do his or her part to plan, manage, and conduct an effective training program. The guidance provided in this part of the CFETP will ensure each individual receives viable training at the appropriate points in his/her career.

2.2.1. The 4A0XX Career shows general rank requirements for each training and career progression area.

	Grade Requirements	
Education and Training Requirements	Rank	Special Duty Assignments (Examples)
Basic Military Training School		
Apprentice Technical School		
Upgrade to Journeyman (5-Skill Level) • Complete 4A051 CDC • Certified in all STS Core Tasks • Minimum 12 months UGT (9 months retraining) • Complete all duty position training requirements		
Airman Leadership School (ALS) • Must be a SrA with 48 months time in service or SSgt selectee • Resident graduation is a prerequisite for SSgt sew-on (AD only)		• Military Training Instructor (MTI) • Professional Military Education (PME) Instructor (ALS) • International Health Specialist (IHS)
Upgrade to Craftsman (7-Skill Level) • Complete 4A071 CDC • Minimum 12 month UGT (6 months for retrainees) • Minimum rank of SSgt • Complete all core tasks Id'd at the 7-skill level		• Recruiter Duty • Schoolhouse Instructor
Noncommissioned Officer Academy (NCOA) • Must be a TSgt or TSgt select • Resident graduation is a prerequisite for MSgt sew-on (AD only)		• Professional Military Education (PME) Instructor (NCOA)
USAF Senior NCO Academy (SNCOA) Correspondence • Must be a TSgt with at least 2 years TIG • Must complete NCOA in residence (AD Only)		• MTF Functional Manager
USAF Senior NCO Academy (SNCOA) • Must be a MSgt or SMSgt • Resident graduation is a prerequisite for SMSgt sew-on (AD Only)		• First Sgt Duty • MAJCOM Functional
Upgrade to Superintendent (9-Skill Level) • Minimum rank of SMSgt		• Professional Military Education (PME) Instructor (SNCOA) • Special Duty Assignments to MAJCOM • Squadron Superintendent
Chief Enlisted Manager (CEM) (4A000) • Selected for promotion to the rank of CMSgt • Attend Chief Leadership Course (CLC) • Developmental Education		• MDG Superintendent • Air Force Career Field Manager (CFM) • Command Chief Master Sergeant (CCM) • Chief, Medical Enlisted Force (CMEF)

2.2.2. Enlisted Education and Training Path.



2.2.3. In order to ensure appropriate career broadening opportunities the below table is a recommended rotation schedule for 4A0s working at an MTF. These are only recommendations and deviations may be required to meet the specific mission requirements of each facility.

2.2.4. Recommended 4A0X1 Rotation Schedule (exceptions may apply).

Aeromedical Staging Facility (ASF)	AB – SrA ≥ 18 months SSgt – SMSgt ≥ 36 months
Clinic/Ancillary Administrative Support	AB – SrA ≥ 18 months SSgt – MSgt ≥ 24 months
IM/IT	AB – SrA ≥ 36 months SSgt – SMSgt ≥ 48 months
Informatics/Medical Office Management	SSgt – MSgt ≥ 36 months
Medical Readiness	AB – SrA ≥ 24 months SSgt – SMSgt ≥ 36 months
Personnel and Administration	AB – SrA ≥ 18 months SSgt – SMSgt ≥ 24 months
Personnel Reliability Program (PRP)	AB – SrA ≥ 24 months SSgt – SMSgt ≥ 36 months
Physical Evaluation Board Liaison Officer (PEBLO)	SSgt – SMSgt ≥ 24 months
Resource Management	AB – SrA ≥ 18 months SSgt – SMSgt ≥ 36 months
TRICARE Operations/Patient Administration	AB – SrA ≥ 18 months SSgt – SMSgt ≥ 36 months

2.2.5. Apprentice (3-Skill Level). Non-prior service and Air Reserve Component students in this specialty will complete the Health Services Management Apprentice course in-residence at METC for award of the 3-skill level. Once adopted, successful completion (no more than 2 attempts) and award of the National Healthcareer Association (NHA) Certified Electronic Health Record Specialist (CEHRS) certification is mandatory for in-resident apprentice students. After completion of this course and upon arrival at first duty assignment, the apprentice will work with a trainer to enhance knowledge and skills. The apprentice will enter upgrade training using CDCs and task qualification training to progress in the career field. Once certified on a task, the apprentice may perform the task unsupervised. NOTE: Retrainees will upgrade via OJT and units are strongly recommended to contact the Health Services Management Course for study material. However, if seats are available, course attendance is strongly recommended.

2.2.6. Journeyman (5-Skill Level). The individual must successfully complete the 5-skill level CDC before being upgraded to the 5-skill level. Once upgraded, journeymen enter into continuation training to broaden their experience base. Journeymen will attend the Airman Leadership School (ALS) after 48 months in the Air Force, or sooner, if selected for promotion to Staff Sergeant. After ALS, journeymen can perform duties as trainers and supervisors and be considered for appointment as unit trainers. To enhance their skills, they are encouraged to continue their education toward a Community College of the Air Force (CCAF) degree and complete a specialty certification to enhance their skills and value as a 4A0.

2.2.7. Craftsman (7-Skill Level). A craftsman must successfully complete the 7-skill level CDC(s) before upgrade to the 7-skill level. Once upgraded, a craftsman can expect to fill various supervisory and management positions, such as noncommissioned officer in charge (NCOIC), supervisor, program manager, and task trainer or certifier. Craftsman will attend the Noncommissioned Officer Academy (NCOA) after selection for promotion to Technical Sergeant (AD only). Continued academic education through CCAF and higher degree programs is encouraged.

2.2.8. Superintendent (9-Skill Level). Before attaining the 9-skill level, individuals must be promoted to Senior Master Sergeant (AD only). A superintendent can expect to fill positions such as flight chief, superintendent, functional manager, and various staff positions. Additional training in the areas of resources, leadership skills, and management should be pursued through continuing education. Completion of higher degree programs is highly recommended.

2.2.9. Chief Enlisted Manager (CEM) 4A000. Awarded after promotion to Chief Master Sergeant. A CEM can expect to fill positions such as functional manager at various command levels, group or squadron superintendent, and flight

chief. Additional training in the areas of resources, leadership skills, and management should continue. Completion of higher degree programs is highly recommended.

2.3. Training Decisions. The CFETP uses a building block approach (simple to complex) to encompass the entire spectrum of training requirements for the Health Services Management career field. The spectrum includes a strategy for when, where, and how to meet the training requirements. The strategy must be apparent and affordable to reduce duplication of training and eliminate a disjointed approach to training. Training decisions are made during the 4A0X1 U&TW, held at the discretion of the 4A0X1 CFM.

2.3.1. Initial Skills. There were significant changes to the 3-skill level course for AFSC 4A0X1. Most notably was the development and consolidation of an Army and Air Force training platform. Changes incorporated in the merged program include training in such areas as TRAC2ES, MEDEVAC, ICD-9/10 Coding, and DHMRSi. These additions support the joint doctrine principles fostering interoperability in the deployed environment. Students will continue to interact in scenarios to enhance the realism and application of tasks. Students are awarded the 3-skill level upon completion of the basic course, J8ABP4A031.

2.3.2. 5-Skill Level Upgrade Requirements. The 5-skill level upgrade training will include core tasks identified in the STS. All training on core tasks must be completed and certified prior to award of the skill level. Training levels in the CDC are adjusted, as required, to facilitate core task training and reasonable skill progression in accordance with the STS. The 5-skill level will be awarded upon completion of the CDC, minimum of 12 months in upgrade training (9 months for retrainees), recommendation of the supervisor, and approval of unit commander.

2.3.3. 7-Skill Level Upgrade Requirements. The 7-skill level will be awarded upon completion of 7-skill level CDC(s), minimum of 12 months in upgrade training (6 months for retrainees), and upgrade training time requirement, recommendation of the supervisor, and approval of unit commander.

2.3.4. Proficiency Training. Any additional knowledge and skill requirements, which were not taught through initial skills, supplemental, or upgrade training. The purpose of the continuation-training program is to provide additional training exceeding minimum upgrade training requirements with emphasis on present and future duty positions. MFMs and MTF FMs must develop a continuation-training program that ensures individuals receive the necessary training at the appropriate point in their career. The training program will identify both mandatory and optional training requirements. AETC will assist in this continuation training development wherever possible, by providing instructional system design/development expertise and media selection options.

2.3.5. RSV Training Requirements. Training is conducted through web-based courseware on specific tasks listed in the STS. Tasks are identified with an "R" in column 4D of the STS. Training tasks, which are identified in the RSV database, are the catalyst for training program development (database located at https://afms.csd.disa.mil/kc/main/kc_frame.asp?blnWhatsNew=True). Airman Basic thru Chief Master Sergeant will document training on AF Form 1098, **Special Task Certification and Recurring Training**, available in RSV training database and document completion of training in current electronic training record. Additionally, readiness-related training must be entered and tracked through MRDSS ULTRA. RSV training will also be supplemented with hands-on skill training to reinforce preparedness.

2.3.6. Training for UTC Requirements. All 4A0X1s assigned to deployable UTCs will complete UTC-specific training, field training, and other requirements as directed in AFI 41-106, *Unit Level Management of Medical Readiness Programs*. Training for these tasks normally will be conducted via medical unit readiness training, field training, readiness exercises, or annual ancillary unit training.

2.3.7. Other Training. Units will establish appropriate 4A0 training to meet unit-specific disaster response training. Generally, this training should include duties associated with TRICARE Operations, Medical Contingency Response Team Training, Aeromedical Evacuation, PRP, IM/IT, and general duties.

2.4. Community College of the Air Force. The CCAF offers a degree program specifically designed for the Health Services Management specialty. Enrollment in CCAF occurs upon completion of basic military training. CCAF provides the opportunity to obtain an Associate in Applied Sciences (A.A.S.) Degree.

2.4.1. Degree Requirements. All airmen are automatically entered into the CCAF program. Prior to completing an associate degree, the 5-skill level must be awarded and the following requirements must be met:

	Semester Hours
Technical Education	24
Leadership, Management, and Military Studies	6
Physical Education	4
General Education (3 semester hours each)	15
Oral Communication	
Written Communication	
Mathematics	
Social Science	
Humanities	
Program Elective	15
Total	**64**

2.4.2. Technical Education (24 semester hours). A minimum of 12 semester hours of Technical Core subject or course must be applied and the remaining semester hours applied from technical core or technical electives subjects or courses. Requests to substitute comparable courses or to exceed specified semester hour values in any subject or course must be approved in advance by Air University. Semester hours for skill level completion are applied as follows: 14 hours for 3-skill level, 8 hours for 5-skill level, and 4 hours for 7-skill level. The 2 remaining semester hours may be rolled over into program electives.

2.4.3. Leadership, Management, and Military Studies (6 semester hours). These include Professional military education and/or civilian management courses.

2.4.4. Physical Education (4 semester hours). This requirement is satisfied by completion of Basic Military Training.

2.4.5. General Education (15 semester hours). Applicable courses must meet the criteria for application of courses to the General Education Requirements (GER) and be in agreement with the definitions of applicable General Education subject/courses as provided in the *CCAF General Catalog* at http://www.au.af.mil/au/ccaf.

2.4.6. Program Elective (15 semester hours). Program electives are satisfied with applicable Technical Education; Leadership, Management, and Military Studies; or General Education subjects and courses, including natural science courses meeting GER application criteria. Six semester hours of CCAF degree applicable technical credit otherwise not applicable to this program may be applied. See the *CCAF General Catalog* for details regarding the A.A.S. degree for this specialty. CLEP and DANTES credits can be applied within the program elective block.

2.4.7. CCAF instructor certification Program. CCAF offers the CCAF Instructor Certification (CIC) Program for qualified instructors who teach CCAF collegiate-level credit awarding courses at a CCAF affiliated school. The CIC is a professional credential that recognizes the instructor's extensive faculty development training, education and qualification required to teach a CCAF course, and formally acknowledges the instructor's practical teaching experience. Qualified officer, enlisted, civilian and other service instructors are eligible for this certification.

2.4.8. To obtain more information concerning the CIC Program and program procedures, refer to the CCAF Campus Affiliations Policies and Procedures Guidelines or contact the CCAF Credentialing Programs Flight at DSN 749-5020 / (334) 649-5020 or E-mail ccaf.deal@maxwell.af.mil.

2.4.9. Trade Skill Certification. When a CCAF student separates or retires, a trade skill certification is awarded for the primary occupational specialty. The College uses a competency based assessment process for trade skill certification at one of four proficiency levels: Apprentice, Journeyman, Craftsman/Supervisor, or Master Craftsman/Manager. All are transcribed on the CCAF transcript.

2.4.10. The Professional Manager Certification is a professional credential awarded by CCAF that formally recognizes an individual's advanced level of education and experience in leadership and management, as well as professional accomplishments. The program provides a structured professional development track that supplements Enlisted Professional Military Education and CFETP.

2.4.11. Air University Associate to Baccalaureate Cooperative Program (AU ABC Program) directs Airmen with associate in applied science degrees from the CCAF to a collection of accredited "military friendly" colleges and universities to consider when completing a four-year degree. The program maximizes the application of military career education and training, and provides a multitude of online academic and support services for the enlisted member.

2.4.12. Additional Off-Duty Education. Off-duty education is a personal choice that is encouraged for all. Individuals desiring to become an AETC Instructor should be actively pursuing an associate degree. A degreed faculty is necessary to maintain accreditation through the Southern Association of Colleges and Schools.

2.5. Certification Opportunities.

2.5.1. As of the publication date of this CFETP, the 4A0X1 career field does not have any officially sanctioned certification programs. However, the programs and governing bodies listed below have been proposed in the next update of AFI 41-104, *Professional Board and National Certification Examinations*. The long-term goal is for the AF to pay tuition costs for each of these programs. Until such time, it is recommended for those interested in a certification program to request reimbursement through their respective MTF or use their own one-time tuition assistance benefit.

Certifications	Governing Body
Certified Electronic Health Record Specialist (CEHRS)	National Healthcareer Association (NHA)
Certified Medical Administrative Specialist (CMAS)	American Medical Technologists
Certified Clinical Account Technician (CCA)	American Association of Healthcare Administrative Management
Certified Billing and Coding Specialist (CBCS)	National Healthcareer Association (NHA)
Associate Emergency Manager (AEM)	International Association of Emergency Managers
A+ Certification (required for SEI 260)	CompTIA
Security + (required for SEI 264)	CompTIA

PART I, SECTION C - SKILL LEVEL TRAINING REQUIREMENTS

3.1. Purpose. Skill level training requirements in this career field are defined in terms of task and knowledge requirements. This section outlines the specialty qualification requirements for each skill level in broad, general terms and establishes the mandatory requirements for entry, award, and retention of each skill level. The specific task and knowledge training requirements are identified in the STS at Part II, Sections A and B of this CFETP.

3.2. Training Requirements.

3.2.1. Apprentice Level Training.

3.2.1.1. Specialty Qualifications:

3.2.1.2. Knowledge. Knowledge of the following is desirable: general administrative procedures, medical terminology, instructions, and directives, medical ethics, health records administration, office management methods, principles of coding, and anatomy/physiology.

3.2.1.3. Education. Completion of high school.

3.2.1.4. Training. Completion of the Health Services Management Apprentice Course.

3.2.1.5. Experience. No other experience is required for the 3-skill level.

3.2.1.6. Training Sources and Resources. Apprentice level training is available at the 937 TRG, Fort Sam Houston, TX; Course J8ABP4A031.

3.2.1.7. Implementation. Member is awarded the 3-skill level upon successful completion of Course J8ABP4A031 or when proficiently trained on all 3-skill level tasks identified in the STS.

3.2.2. Journeyman Level Training.

3.2.2.1. Specialty Qualifications:

3.2.2.2. Knowledge. Individual must know general administrative procedures, medical terminology, publication management procedures, advanced health records administration, patient movement procedures, application of ICD-CM and CPT coding, basic anatomy and physiology, cost and budget estimating and training methods.

3.2.2.3. Education. Courses in anatomy and physiology, health, business administration, and computers are desirable.

3.2.2.4. Training. Individuals must successfully complete the 4A051 CDC before being upgraded to the 5-skill level in this specialty.

3.2.2.5. Experience. Qualification in and possession of the 3-skill level in the 4A0 specialty is mandatory.

3.2.2.6. Training Sources and Resources. The CDCs for this course are developed by the 937 TRG, Fort Sam Houston, TX, and is available through your training manager.

3.2.2.7. Implementation. The member's commander awards the 5-skill level upon successful completion of the 5-skill level CDC volumes, satisfactory performance during OJT and a minimum of 12-months time in upgrade training.

3.2.3. Craftsman Level Training.

3.2.3.1. Specialty Qualifications:

3.2.3.2. Knowledge. Individual must understand medical terminology, policy and directives, office management practices, financial and manpower management, informatics/data analysis, training methods and TRICARE principles. Additionally, individuals at the Craftsman level should understand the principles of Air Force Smart Operations for the 21 Century (AFSO21).

3.2.3.3. Education. Completion of CCAF degree in Health Care Management is highly desirable.

3.2.3.4. Training. Individuals must complete the 4A071 CDC before being upgraded to the 7-skill level in this specialty. Members should complete applicable professional military education.

3.2.3.5. Experience. Qualification in and possession of AFSC 4A051. Also, experience supervising a health services management function and maintenance/management of healthcare-related systems.

3.2.3.6. Training Sources and Resources. The CDC(s) for this course are developed by the 937 TRG, Fort Sam Houston, TX, and is available through your training manager.

3.2.3.7. Implementation. The member's commander awards the 7-skill level upon successful completion of 7-skill level CDC, satisfactory performance during OJT and a minimum of 12-months time in upgrade training.

3.2.4. Superintendent Level Training.

3.2.4.1. Specialty Qualifications:

3.2.4.2. Knowledge. Individuals must know medical service administration theory and techniques, anatomy and physiology, medical terminology, medical ethics, resource management, and management and supervision of personnel. Additionally, individuals at the Superintendent level should fully understand and be able to apply the principles of AFSO21.

3.2.4.3. Education. Completion of CCAF degree in Health Care Management is highly recommended.

3.2.4.4. Training. Completion of duty position training requirements is mandatory for award of the 9-skill level.

3.2.4.5. Experience. Qualification in and possession of AFSC 4A071. Also, experience managing a health services management function, associated healthcare-related systems and personnel.

3.2.4.6. Training Sources/Resources. Qualification training is provided by certified trainers using appropriate local and other training materials. Use of exportable and contract training is encouraged when available.

3.2.4.7. Implementation. 9-skill level will be awarded upon promotion to SMSgt.

3.3. Special Experience Identifiers (SEI).

3.3.1. SEI 260, Information Assurance Technical Level 1. Requires (1) assignment to perform information assurance technical support at the computing environment level (example: Client Support Administrator); (2) certification as either A+, Network+, or System Security Certified Practitioner (SSCP); (3) recommendation of unit commander. There are no minimum grade or skill level requirements to be awarded the SEI.

3.3.2. SEI 264, Information Assurance Technical Level 2. Requires (1) assignment to perform information assurance technical support at the network environment level (example: Infrastructure Technician); (2) certification as either GIAC Security Essentials Certification (GSEC), Security +, Security Certified Network Professional (SCNP), or System Security Certified Practitioner (SSCP); (3) recommendation of unit commander. There are no minimum grade or skill level requirements to be awarded the SEI.

3.3.3. SEI 316, AETC Technical Instructor (TI) - Award requires completion of one of the following courses: Basic Instructor Course (G, J, L, V, X) 3AIRTXXXX OB1A, Military Training Instructor L3ALR8B000, Military Training Leader L3ALR8B100, Enlisted Professional Military Education Instructor Course MESC003 or 12 months of instructor experience following formal certification and supervisor's recommendation.

3.3.4. SEI 325, Medical Readiness. Requires minimum grade of E-5, completion of the Medical Readiness Management course, J3OZR4XXX-00BD or Battlefield Medical Operations Planning (BMOP) course B3OZY-9300-003; and 12 months of experience. Approval authority for award of this SEI is MAJCOM or higher.

3.3.5. SEI 386, Instructional Materials Writer/Manager - Requires 6 months of experience in preparation or revision of nonresident training materials and completion of the Technical Writer Nonresident Training Materials course 3AIR75200-015.

3.3.6. SEI 451, Associate International Health Specialist (IHS) – Requires qualification and proficiency in a core medical specialty. Minimum 2/2 Defense Language Proficiency Test score in a language other than English. Eight cumulative weeks of deployed operational health services support experience in overseas expeditionary setting appropriate to the individual's foreign language proficiency in support of a contingency or peacetime security cooperation event. Completion of a regional and cultural awareness orientation course at the USAF Special Operations School appropriate to the individual's foreign language proficiency. Completion of the web-based USAF International Health Specialist Orientation Course. Completion of the Joint Forces Staff College web-based or in-residence Joint Planner Orientation Course (JPOC). The Contingency/Wartime Planning Course (MCADRE002, PDS Code 82U), the Joint Medical Planners Course (J5OZO9000 003, PDS Code HX6), and other formal education and/or training in joint/interagency operational planning may substitute for this requirement as the IHS Program Office deems acceptable. Completion of the NATO Civil-Military Coordination Basic Course. The Joint Special Operations University Joint Civil-Military Operations Campaign Planning Workshop or Special Operations Forces Interagency Collaboration Course, the UN Civil-Military Coordination Course, or other formal education and/or training in civil-military operations may substitute for this requirement as the IHS Program Office deems acceptable. Completion of the Military

Medical Humanitarian Assistance Course. Combined Humanitarian Assistance and Response Training, the USAID Joint Humanitarian Operations Course, international portions of public health degree programs, and other formal education and/or training in humanitarian assistance and disaster response may substitute for this requirement as the IHS Program Office deems acceptable. The IHS Program Office is the sole approval authority for award of this special experience identifier.

3.3.7. SEI 463, Medical Personal Reliability Program (PRP) - Requires (1) successful completion of Certification PRP training; (2) 12 months experience working in the PRP clinic; (3) SGP recommendation and (4) Group Commander approval.

3.3.8. Refer to the Air Force Enlisted Classification Directory (found on the ASK AFPC website) for procedures to award and update personnel data systems with applicable SEI.

PART I, SECTION D - RESOURCE CONSTRAINTS

4. Purpose. This section identifies known resource constraints that preclude optimal/desired training from being developed or conducted, including information such as cost and manpower. Narrative explanations of each resource constraint and an impact statement describing what effect each constraint has on training are included. Also included in this section are actions required, office of primary responsibility, and target completion dates. At a minimum, perform an annual review of resource constraints affecting training and amend this section if needed. At this time there are no training constraints.

4.1. Supervisors should report known resource constraints that prevent personnel from completing the mandatory training requirements specified in this plan to their unit training manager. The authority for requesting waivers is AFI 36-2101, *Classifying Military Personnel (Officer and Enlisted)*.

4.1.1. In the report, provide a brief description of the resource constraints that adversely affect your training program and include the impact this constraint has or will have on training. Identify the specific STS task code(s) affected. Also, provide a brief description of what you need to resolve the problem, including expenses, the corrective actions taken or to be taken, and the estimated completion date.

4.1.2. If the constraint can be resolved at the local level, the report will be coordinated with the Unit 4A0X1 Functional Manager. If the impact affects unit war skill requirements, the report will be coordinated with the group commander. If the constraint needs MAJCOM support, forward the report through your group commander to the 4A0 MFM. Constraints that cannot be resolved at the unit or MAJCOM level nor have a long term estimated completion date must be forwarded to the 4A0X1 AFCFM as a request for waiver or deferment of CFETP requirements.

PART I, SECTION E - TRANSITIONAL TRAINING GUIDE

This section not used.

PART II, SECTION A – SPECIALTY TRAINING STANDARD

1. Implementation. The STS will be used for technical training provided by AETC for the 3-skill level Education and Training Apprentice course with the class beginning 20120924 and graduating 20121114. The 4A0X1 CFETP dated Oct 07 will continue to be used to track 5-skill level and 7-skill level duty tasks until the revised CFETP is released.

2. Purpose. As prescribed in AFI 36-2201, *Air Force Training Program*, the STS:

2.1. Lists in Column 1 (Task, Knowledge, and Technical Reference) the most common tasks, knowledge, and technical references (TR) necessary for airmen to perform duties in the 3, 5, and 7-skill level. Column 2 (Core Tasks) identifies the core task requirements. Core task requirements are met after individuals successfully complete the appropriate upgrade training for their skill level; the 3-skill level course (J8ABP4A031, Health Services Management Apprentice Course); the entire 4A051 CDC and OJT and the entire 4A071 CDC and OJT.

2.2. Provides certification for OJT. Column 3 is used to record completion of tasks and knowledge training requirements. Use automated training management systems to document technician qualifications, if available. Task certification must show a certification/completed date.

2.3. Contains the proficiency code key (Columns 4A, 4B and 4C) used to indicate the level of training and knowledge provided by resident training and the CDC. Training for these tasks is achieved through OJT and completion of appropriate CDC. Column 4D identifies Readiness Skills Verification (RSV) Tasks. Primary methods are web-based training and frequency is on a 20-month cycle. Units are encouraged to incorporate hands-on training to supplement and verify proficiency.

2.4. The STS serves as a JQS for OJT when placed in AF Form 623, **Individual Training Record**, and used according to AFI 36-2201. When used as a JQS, the following requirements apply:

2.4.1. **Documentation.** Document and certify completion of training in accordance with AFI 36-2201. Identify duty position requirements by circling the subparagraph number next to the task statement. As a minimum, complete the following columns in Part 2 of the CFETP: Start Date, Training Completed, Trainee Initials, Trainer Initials, Certifier Initials (if applicable). An AFJQS may be used in lieu of Part II of the CFETP only upon approval of the AFCFM. **NOTE**: The AFCFM may supplement these minimum documentation procedures as needed or deemed necessary for their career field.

2.4.2. **Converting to the new CFETP.** Transcribing documentation to a new CFETP is an administrative function, not a re-evaluation of training. Upon publication of a new CFETP, use the following procedures to transcribe.

2.4.2.1. For tasks previously certified and still required in the current duty position, enter the current date in the completion column, trainee initials in the trainee column, and the current task certifier or supervisor/trainer initials in the trainer column.

2.4.2.2. For tasks previously certified but not required in the current duty position, transcribe only the previous certification dates (no initials). If the task later becomes required in the duty position, recertify using current dates and initials.

2.4.2.3. Annotate the AF Form 623a, (for example, "I certify the information contained in the CFETP dated XX was transcribed to the CFETP dated XX, and the trainee was given the superseded CFETP." Signed and dated by the supervisor and trainee).

2.4.3. **Documenting Career Knowledge.** When a CDC is not available, the supervisor identifies STS training references that the trainee requires for career knowledge and ensures, at a minimum, the trainees cover mandatory items in the Enlisted Classification Directory. For two-time CDC course exam failures, see AFI 36-2201for specific instructions. **NOTE**: Career knowledge must be documented prior to submitting a CDC waiver.

2.4.4. **Decertification.** When an Airman is found to be unqualified on a task previously certified for his or her position, the supervisor utilizes the decertification feature found in AFTR. Then appropriate remarks are entered on the AF Form 623a, documenting the reason for decertification. See AFI 36-2201 for specific instructions.

2.4.5. **Training Standard.** Trainees are trained, evaluated, and certified to the go/no-go level. Go means the individual can perform the task without assistance and meets requirements for accuracy, timeliness, and correct use of procedures. Supervisors and superintendents will manage this process by assessing 4A051 qualifications.

2.4.5.1. Trainers must be recommended by their supervisors, qualified to perform the task being trained and have completed the Air Force Training Course.

2.4.5.2. Certifiers must be at least a Staff Sergeant, capable of evaluating the task being certified, be someone other than the trainer, and complete the Air Force Training Course. Possession of at least a 7-skill level is desired, but not required.

2.5. The Training Standard is a guide for development of promotion tests used in the Weighted Airman Promotion System (WAPS). Specialty Knowledge Tests are developed at the USAF Occupational Measurement Squadron by SNCOs with extensive practical experience in their career fields. Questions are based upon study references listed in the WAPS catalog. WAPS is only applicable to AD forces.

3. Recommendations. Identify inadequacies and recommended changes to this training standard through channels to the 382 TRS/XYBC, 3038 William Hardee Road, Fort Sam Houston, TX 78234 to report your findings.

BY ORDER OF THE SECRETARY OF THE AIR FORCE

OFFICIAL

THOMAS W. TRAVIS
Lieutenant General, USAF, MC, CFS
Surgeon General

Attachment
STS: Health Service Management (4A0X1)

Section A - Health Services Management (4A0X1) STS

Block Is For Identification Purposes Only		
Name Of Trainee		
Printed Name (Last, First, Middle Initial)	Initials (Written)	SSAN (Last 4)

Printed Name Of Certifying Official And Written Initials	
N/I	N/I
N/I	N/I
N/I	N/I
N/I	N/I
N/I	N/I
N/I	N/I

QUALITATIVE REQUIREMENTS

Proficiency Code Key		
	Scale Value	Definition: The individual
TASK PERFORMANCE LEVELS	1	Can do simple parts of the task. Needs to be told or shown how to do most parts of the task. (Extremely Limited)
	2	Can do most parts of the task. Needs help on only the hardest parts. (Partially Proficient)
	3	Can do all parts of the task. Needs only a spot check of the completed work. (Competent)
	4	Can do the complete task quickly and accurately. Can tell or show others how to do the task. (Highly Proficient)
TASK KNOWLEDGE LEVELS (Note 1)	a	Can name parts, tools, and simple tasks about the task. (Nomenclature)
	b	Can determine step-by-step procedures for doing the task. (Procedures)
	c	Can identify why and when the task must be done and why each step is needed. (Operating Principles)
	d	Can predict, isolate, and resolve problems about the task. (Advanced Theory)
SUBJECT KNOWLEDGE LEVELS (Note 2)	A	Can identify basic facts and terms about the subject. (Facts)
	B	Can identify relationships of basic facts and state general principles about the subject (Principles)
	C	Can analyze facts and principles and draw conclusions about the subject. (Analysis)
	D	Can evaluate conditions and make proper decisions about the subject. (Evaluation)

Explanations

Note 1: A task knowledge scale value may be used alone or with a task performance scale value to define a level of knowledge for a specific task. (Example: b and 1b)

Note 2: A subject knowledge scale value is used alone to define a level of knowledge for a subject not directly related to any specific task, or for a subject common to several tasks.

- This mark is used instead of a scale value to show that no proficiency training is provided in the course/CDC. If used after a previous scale value has been attained/certified, the applicable proficiency level is still required to be validated/certified.

***** This mark, in column 1, represents those tasks that must be taught when courses are accelerated in a wartime environment. These tasks will be taught in the 3-skill level course in a streamlined training environment.

Note 3: In block 2, the "3", "5", or "7" mark is used to indicate core task requirements in an identified 3-, 5-, or 7- skill level for upgrade training.

R This mark, in column D, indicates RSV training requirements every 20 months

NOTE: All tasks and knowledge items shown with a proficiency code in the 3-skill level course column are trained during wartime.

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
GENERAL												
1. The Health Services Management Specialty TR: AFI 91-301, Enlisted Classification Directory, AFOSHSTD 91-8, Health Services Management CFETP (PREVIOUSLY: 1.)												
1.1. The 4A0X1 CFETP							A	-		-		
1.2. Duties for 4A0X1 (PREVIOUSLY: 1.1.)							A	-		-		
1.3. Progression in career ladder 4A0X1 (PREVIOUSLY: 1.2.)							A	-		B		
1.4. AFOSH Standards for 4A0X1 (PREVIOUSLY: 1.3.)							A	-		-		
2. The Air Force Medical Service TR: AFPD 41-1; AFMS Flight Path Implementation Guide, (pending validation) HQ AF/SG website. (PREVIOUSLY: 2.)												
2.1. Mission, objectives, organization, development, and function of the USAF Medical Service (PREVIOUSLY: 2.1.)							A	B		-		
2.2. Function and organization of Air Force Medical Treatment Facilities (MTFs) (PREVIOUSLY: 2.2.)							A	B		-		
2.3. AFMS History (PREVIOUSLY: 2.3.)							A	-		-		
3. Medical Terminology TR: The Dean Vaughn Learning System - Medical Terminology 350 Learning Guide. DCM Systems Incorporated, 6 hours. Videocassettes, ISBN 0-914901-12-5 (PREVIOUSLY: 3.)												
3.1. Root, prefix, and suffix of terms (PREVIOUSLY: 3.1.)							A	B		-		R
3.2. Common diagnostic terms (PREVIOUSLY: 3.2.)							A	B		-		R

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
4. Anatomy and Physiology TR: Henry Gray. Anatomy Descriptive and Surgical. St Louis MO: Mosby-Year Book, Inc., IBN 0-8151-3851-2 (PREVIOUSLY: 4.)												
4.1. Major body systems and organs (PREVIOUSLY: 4.1.)							A	B		-		R
4.2. Anatomical relationships (PREVIOUSLY: 4.2.)							A	B		-		R
5. Interpersonal Relations TR: The Customer Service Challenge, AMR Training Group PREVIOUSLY: 5.)												
5.1. Practice Exceptional customer service skills (PREVIOUSLY: 5.1.)							2b		2b		2b	
5.2. Communication courtesy (PREVIOUSLY: 5.2.)							-	B		B		
6. Official Communications TR: AFH 33-337, AFMANs 33-326, 37-123 (PREVIOUSLY: 6.)												
6.1. Prepare draft and finalize official correspondence (PREVIOUSLY: 6.1.)							1a		b		b	
6.2. Complete coordination and distribution process (PREVIOUSLY: 6.2.)							-		b		b	
7. Publication and Information Source TR: Air Force E-Publishing (PREVIOUSLY: 7.)												
7.1. Use e-publishing (PREVIOUSLY: 7.1.)							1a		-		-	
8. Knowledge of Self Inspection Program and applicable systems TR: AFI 44-119							-	A		B		
9. Microsoft Office Excel, PowerPoint, Word Applications TR: Most current versions of Microsoft Office Application Handbooks and IT E-Learning found on the Air Force Portal TR: See PART II, SECTION D – TRAINING COURSE INDEX of the CFETP												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
9.1. Utilize Microsoft Office Suite							1a		-		-	
9.2. Utilize Microsoft Excel							1a		-		-	
9.2.1. Complete "Getting Started with Excel IT E-Learning Course" (Latest available version)							-		2b		-	
9.2.2. Utilize Advanced Data Management in Excel IT E-Learning Course (Latest available version)							-		-		2b	
9.2.3. Complete Analyzing Data in Excel IT E-Learning Course (Latest available version)							-		-		2b	
9.3. Complete Getting Started with PowerPoint IT E-Learning Course (Latest Available Version)							-		2b		-	
9.4. Complete Working with Documents in Word IT E-Learning Course (Latest available version)							-		-		2b	
9.5. Complete Getting Started with Access IT E-Learning Course (Latest Available Version)							-		-		2b	
10. Contracting Officer Representative (COR) TR: Air Force Federal Acquisition Regulation Supplement (AFFARS) Part 36												
10.1. Performance Work Statements							-	-		B		
11. Privacy Act/FOIA Monitor, TR: DoD 5400.11-R, DoD Privacy Program, AFI 33-332, Privacy Act							A	B		B		
12. Armed Forces Health Longitudinal Technology Application - Theater (AHLTA-T)/ (TMIP)												
12.1. Utilize TMIP							1b		-		-	
12.2. Overview OF TMIP							-	B		-		R

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
HEALTH CARE OPTIMIZATION												
13. Population Health TR: DoD Population Health Improvement Plan and Guide, A Guide to Population Health; AFI 44-171; AFPAM 44-155 (PREVIOUSLY: 9.)												
13.1. Basic Facts of Population Health (PREVIOUSLY: 9.1.)							A	-		B		
13.2. Critical Success Factors of Population Health (PREVIOUSLY: 9.2.)							A	-		B		
13.2.1 Demand Management							-	A		B		
13.2.2. Capacity Management							-	A		B		
13.3. Roles and Responsibilities (PREVIOUSLY: 9.3.)							A	B		-		
14. Access To Care (ATC), Scheduling and Appointing, and Provider Template TR: AFIs 41-210, 41-115, 48-123, 33-364; AFMAN 33-363, AFH 41-114, MHS Guide to Access Success; TRICARE Policy Manual; CHCSer's Manual; AHLTA User's Manual; AFMS Policy on Access to Care; AFMS ATC Functions Guidance (PREVIOUSLY: 10.)												
14.1. TRICARE ATC Standards and ATC Categories (PREVIOUSLY: 10.3.1.)	3/5/7						A	A		B		
14.2. Priority of Care and Patient Category Status (PREVIOUSLY: 10.3.2.)	3/5/7						A	A		-		
14.3. Scheduling Administration							-	A		B		
14.4. Schedule/Book Appointments Utilizing ATC Standards (PREVIOUSLY: 10.3.3.)							2b		b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
14.5. Prepare Provider Templates (PREVIOUSLY: 10.1.)							1a		b		-	
14.6. Provider Template Changes (PREVIOUSLY: 10.2.)							A	-		B		
15. Reception Desk TR: AFIs 41-210, 41-115, AFH 41-114, 41-120, 44-171, 33-332, 31-501; DoD 5210.42R_AFMAN 10-3902; DODI 6010.15-M; CHCS User's Manual; AHLTA User's Manual; HIPAA Privacy and Security Rules; Customer Service (Impressions) (PREVIOUSLY: 11.)												
15.1. Receive and Check Patients into Clinic using Automated Systems (PREVIOUSLY: 11.1.)							1a		b		-	
15.2. Verify/Update Patient Demographics (PREVIOUSLY: 11.2.)							1a		b		-	
15.3. Verify/Update Other Health Insurance (PREVIOUSLY: 11.3.)							1a		b		-	
15.4. Identify Injury/Accident Information Electronically/Manually (PREVIOUSLY: 11.5.)							1a		2b		-	
15.5. Convalescent leave process (PREVIOUSLY: 31.3.)							A	-		-		
15.6. Generate Provider Roster							-		b		-	
15.7. Display Patient Appointments							-		b		-	
15.8. Add Patient to Wait List							-		b		-	
15.9 Accomplish End-of-Day Processing (PREVIOUSLY: 11.4.)							1a		b		-	
15.10. Request/Recharge Patient Record							-		b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
16. Coding TR: International Classification of Diseases, Ninth Revision, Clinical Modification (ICD-9/10-CM); Ambulatory Data Module (ADM) Coding Guidelines; Current Procedure Terminology (CPT®) Coding Guideline; Healthcare Common Procedure Coding System (HCPCS); DoD Coding Guidelines; Military Health System Coding Guidance: Professional Services and Specialty Coding Guidelines; Medical Dictionary (PREVIOUSLY: 12.)												
16.1. Coding Manuals (PREVIOUSLY: 12.1.)							A	B		-		
16.2. Coding Taxonomy							A	B		-		
16.3. Coding Patient Encounters							A	B		-		
17. Individual Medical Readiness TR: AFIs 41-210, 44-170, 44-171, 48-123, 33-332, 31-501, 33-363, 33-364; DoD 5210.42R_AFMAN 10-3902; DODI 6010.15-M; AFPAM 44-155; USAF PHA Guide; AFRC PHA Guide (AFRC Only); PIMR User's Guide; CHCS User's Manual; AHLTA User's Manual; MHS Guide to Access Success (PREVIOUSLY: 13.)												
17.1. Purpose of the Preventive Health Assessment (PHA) (PREVIOUSLY: 13.1.)							A	B		-		
17.2. Retrieve Relevant Documentation to Support PHA (PREVIOUSLY: 13.2.)							a		-		-	
17.3. Review PIMR for PHA Process (PREVIOUSLY: 13.3.)							a		-		-	
17.4. Profile Usage – AF Form 422 (PREVIOUSLY: 13.4.)							A	-		-		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
18. Health Informatics TR: AFI 44-119; A Guide to Population Health; MHS Guide to Access Success; CHCS User's Manual; WWR User's Manual (PREVIOUSLY: 14.)												
18.1. ATC Reports (PREVIOUSLY: 14.2.)							-	A		B		
18.2. Utilize Care ATC Report (PREVIOUSLY: 14.1.)							b		-		c	
18.3. TRICARE Operations Center Tools (PREVIOUSLY: 14.3.)							-	A		B		
18.4. Biometrics Data Quality Assurance Service (BDQAS) (PREVIOUSLY: 14.4.)							-	A		B		
18.5. ADM Completion Reports and Compliance (PREVIOUSLY: 14.5.)							-	A		B		
18.6. CHCS Adhoc Reports							-	A		B		
18.7 Identify/retrieve business data from Automated Systems. (PREVIOUSLY: 45.10.)							a		-		b	
TRICARE OPERATIONS AND PATIENT ADMINISTRATION (TOPA)												
19. TRICARE Health Plan TR: 41-101, 41-115, AFH 41-114, DoD 6010.47M, TRICARE Policy Guidelines (PREVIOUSLY: 15.)												
19.1. Evolution of TRICARE (PREVIOUSLY: 15.1.)							A	B		-		
19.2. TRICARE Program Features	5						A	B		-		
19.3. TRICARE On-line Operations (PREVIOUSLY: 15.6.)							A	B		-		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
19.4. Assist beneficiaries with TRICARE benefits/patient travel (PREVIOUSLY: 15.7.)							-		b		-	
19.5. National Defense Authorization Act (NDAA) benefit changes (PREVIOUSLY: 15.8.)							-	A		-		
20. Beneficiary Counseling Assistance Coordinator (BCAC) TR: DoD 6010.47M, TRICARE Policy Guidelines; AFI 41-115 (PREVIOUSLY: 16.)												
20.1. Roles and Responsibilities of BCAC (PREVIOUSLY: 16.1.)							A	B		-		
20.2. Marketing TRICARE (PREVIOUSLY: 16.2.)							-	A		-		
21. Debt Collection Assistance Officer (DCAO) TR: DoD 6010.47M, TRICARE Policy Guidelines; AFI 41-115 (PREVIOUSLY: 17.)												
21.1. Roles and Responsibilities of DCAO (PREVIOUSLY: 17.1.)							A	B		-		
22. Health Plan Analysis TR: AFMAM, M2 Users Guide, MEPRS Manual, MCFAS (PREVIOUSLY: 18.)												
22.1. Importance of data driven decisions (PREVIOUSLY: 18.1.)							-	A		-		
22.2. Sources of health plan information (PREVIOUSLY: 18.2.)							-	B		-		
22.3. Resource Sharing							-	A		-		
22.3.1. Veterans Administration agreements (PREVIOUSLY: 18.3.1.)							-	A		B		
22.3.2. Managed Care and other local support contractor agreements (PREVIOUSLY: 18.3.2.)							-	A		B		
23. Medical In/Out- Processing TR: AFI 41-210 (PREVIOUSLY: 19.)												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
23.1. Importance of in/outprocessing (PREVIOUSLY: 19.1.)							A	-		-		
23.2. Conduct medical in/outprocessing for all beneficiaries (PREVIOUSLY: 19.2.)							-		b		-	
24. Overall Outpatient Health Records Management TR: AFIs 33-364, 41-210, AFMANS 33-363, and MRTR2 Users Guide (PREVIOUSLY: 20.)												
24.1. Prepare, update, and maintain outpatient medical records (PREVIOUSLY: 20.1.)	3/5/7						2b		b		-	
24.2. Records retirement process (PREVIOUSLY: 20.3.)							A	B		-		
24.3. Complete outpatient records retirement process (PREVIOUSLY: 20.4.)							-		b		c	
24.4. Quality control/Medical records management							A	-		B		
24.5. Medical Record Review Function							A	B		-		
24.6. DoD policy on custody and control of medical records (PREVIOUSLY: 20.7.)							A	B		-		
25. Perform Duties associated with Outpatient Records TR: AFIs 33-364, 41-210, AFMANS 33-363, 37-139, MRTR2 Users Guide (PREVIOUSLY: 21.)												
25.1. In/Outprocessing functions (PREVIOUSLY: 21.1.)							-	B		-		
25.2. Perform In/Outprocessing functions (PREVIOUSLY: 21.2.)							2b		-		-	
25.3. Retrieve diagnostic reports and treatment profiles (PREVIOUSLY: 21.3.)							2b		-		-	
25.4. Perform annual inventory functions (PREVIOUSLY: 21.4.)							2b		b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
25.5. Research, file, and/or distribute medical documents (PREVIOUSLY: 21.5.)							2b		b		-	
25.6. Perform medical record tracking functions (PREVIOUSLY: 21.6.)							2b		b		-	
26. Service Treatment Record (STR) Disposition Processing TR: AFI 41-210; Revised STR Disposition Plan for Retiring and Separating Airmen							A	B		B		
26.1. Perform STR process functions TR: 41-210 Revised STR disposition plan for retiring and separating airman							1a		2b		2c	
27. Release of Information and Health Insurance Portability and Accountability Act (HIPAA) TR: AFI 33-332, 41-210, DoD 6025.18.R (PREVIOUSLY: 25.)												
27.1. Release of information policies, AFI 33-332 (PREVIOUSLY: 25.1.)	3/5/7						A	B		B		
27.2. HIPAA requirements/training (PREVIOUSLY: 25.2.)	3/5/7						A	B		B		
27.3. Perform sequestered medical records functions (PREVIOUSLY: 25.3.)							1a		b		c	
28. Referral Management TR: AFI 41-210, Referral Management Center Guide (PREVIOUSLY: 26.)												
28.1. Referral management process (PREVIOUSLY: 26.1.)							A	B		-		
28.2. Verify contact information on consults (PREVIOUSLY: 26.2.)							2b		b		-	
28.3. Track and route referrals (PREVIOUSLY: 26.3.)							a		b		-	
28.4. Attach supplementary documentation to referrals (PREVIOUSLY: 26.4.)							1a		b		-	
28.5. Referral instructions to beneficiaries (PREVIOUSLY: 26.5.)							A	-		-		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
29. Eligibility and Patient Registration TR: AFI 41-210, 41-115, AFH 41-114 (PREVIOUSLY: 27.)												
29.1. Verify Eligibility (PREVIOUSLY: 27.1.)	3/5/7						2b		b		-	
29.2. Register patients (Mini/Full) (PREVIOUSLY: 27.2.)							2b		b		-	R
29.3. Manage patient registrations							-		-		c	
30. Aeromedical Evacuation (AE) Patient Movement TR: AFI 41-301, 41-305, AFI 41-307, AFJI 41-315, TRAC2ES User's Documentation and CBT (PREVIOUSLY: 28.)												
30.1. Patient movement process (PREVIOUSLY: 28.1.)							A	B		B		R
30.2. Patient classification and precedence (PREVIOUSLY: 28.2.)							A	B		-		R
30.3. Prepare mission documentation (DD Forms 601, 602, etc.) (PREVIOUSLY: 28.3.)							1a		b		-	R
30.4. Initiate patient movement requests (PMR) (PREVIOUSLY: 28.4.)							-		b		-	R
30.5. Perform anti-hijacking procedures for patients and baggage (PREVIOUSLY: 28.5.)							1a		b		-	R
30.6. TPMRC and GPMRC Roles and Responsibilities							A	B		-		R
31. TRANSCOM Regulating and Command & Control Evacuation System (TRAC2ES)												
31.1. Utilize TRAC2ES TR: TRAC2ES CBT and User Guides							1a		2b		-	R
31.2. Transport Litter Patients							-		2b		-	R

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
31.3. MEDEVAC (Army, Rotary wing medical evacuation)							A	B		-		R
31.4. Initiate 9 Line Medevac Request Form							1a		-		-	R
32. Medical Evaluation Boards (MEB) TR: AFI 36-3212, 41-210, 48-123, 10-203, DES Pilot Operations Manual, MPFM 05-05 (PREVIOUSLY: 29.)												
32.1. MEB technician responsibilities (PREVIOUSLY: 29.1.)							A	B		B		
32.2. Physical Evaluation Board Liaison Officer (PEBLO) responsibilities (PREVIOUSLY: 29.2.)							A	B		B		
32.3. Medical Board procedures (PREVIOUSLY: 29.3.)							A	B		B		
32.4. Integrated Disability Evaluation System (IDES) Overview TR: AFI 48-123; AFI 36-3212; AFI 10-203; DES Pilot Operations Manual; Disability Portion of NDAA 2008 Implementation Guidance							A	B		B		
32.5. MEB/IDES Tracking Log Functions (local database & Veteran's Tracking Application (VTA) TR: AFI 41-210, DES Pilot Operations Manual; VTA Training Guide							-	B		B		
32.6. Perform Medical Board procedures							-		-		2b	
32.7. Review in-lieu of (RILO) board procedures (PREVIOUSLY: 29.4.)							A	B		B		
32.7.1. Perform Review in-lieu of (RILO) board procedures							-		-		2b	
32.8. Temporary Disability Retirement List (TDRL)/Permanent Disability Retirement List (PDRL) procedures (PREVIOUSLY: 29.5.)							A	B		B		
32.8.1. Perform TDRL/PDRL procedures							-		-		2b	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
32.9. Assignment Limitation Code C procedures to include deployment/PCS waiver process (PREVIOUSLY: 29.6.)							A	B		B		
32.9.1. Fitness For Duty/Assignment Limitation Code C Fast Track TR: AFI 41-210; AF/SG Policy Memorandum Assignment Limitation Code Fast Track Program Aug 2008							A	B		B		
32.9.2. Perform ALC-C procedures							-		-		2b	
32.9.3. Deployment Working Group (DAWG)							A	B		B		
32.10. Patient Squadron Management (PREVIOUSLY: 29.7.)							A	B		-		
33. Line of Duty (LOD) Determinations TR: AFI 36-2910, 41-210 (PREVIOUSLY: 30.)												
33.1. Perform LOD determination procedures (PREVIOUSLY: 30.1.)							1a		2b		c	R
34. Quarters Management TR: AFI 41-210												
34.1. Quarters notification procedures (PREVIOUSLY: 31.1.)							A	B		-		
34.2. Complete quarters notification (PREVIOUSLY: 31.2.)							-		b		-	
35. Secretarial Designee Program TR: AFI 41-115, 41-210 (PREVIOUSLY: 32.)												
35.1. Manage SECDES program (PREVIOUSLY: 32.1.)							-		b		c	
36. Special Needs Identification and Assignment Coordination (SNIAC) process TR: AFI 41-210, 41-301 (PREVIOUSLY: 33.)												
36.1. Manage Family Member Relocation Clearance (FMRC) process (PREVIOUSLY: 33.1.)							-		b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
36.2. Facility Determination Inquiries (FDI) (PREVIOUSLY: 33.2.)							-	B		-		
36.2.1. Perform Facility Determination Inquiries (FDI)							-		-		b	
36.3. Assignment Limitation Code Q procedures (PREVIOUSLY: 33.3.)							-	B		-		
36.3.1. Perform Assignment Limitation Code Q procedures							-		-		b	
36.4. Q-Base web based tool functions (PREVIOUSLY: 33.4.)							-	A		B		
37. Casualty Reporting and Procedures Relating to Deceased Patients TR: AFI 36-3002, 41-210 (PREVIOUSLY: 34.)												
37.1. Casualty Assistance Liaison (CAL) responsibilities (PREVIOUSLY: 34.1.)							A	B		-		
37.2. Process AF Form 570 (Notification of Patient's Medical Status) and perform Casualty Status notifications (PREVIOUSLY: 34.2.)							1a		b		-	R
37.3. Prepare and manage SI/VSI roster (PREVIOUSLY: 34.3.)							1a		b		-	R
37.4. Process death package (PREVIOUSLY: 34.4.)							a		b		-	R
38. Wartime Mortuary Affairs TR: AFI 34-242; AFH 10-247 V4; JP 4-06												
38.1. Liaison for Mortuary Affairs Operations							-	B		-		R
38.2. Assist with Remains Processing and Disposition							-		b		-	R
39. Business Case Analysis TR: AFI 41-210							-	-		B		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
40. Joint Incentive Fund process TR 41-210							-	-		B		
41. Wounded Warrior Program TR: Policy Memorandum on Implementing Disability-Related Provisions of the NDAA 2008							-	B		B		
INPATIENT SERVICES												
42. Duties associated with inpatient records TR: AFI 41-210, AFMAN 33-363, MRTR2 Users Guide Perform duties (PREVIOUSLY: 22.)												
42.1. Perform Medical records tracking functions (PREVIOUSLY: 22.1.)							-		2b		-	
42.2. Extended ambulatory records management (PREVIOUSLY: 22.2.)							-	A		B		
42.3. Perform inpatient records disposition procedures (PREVIOUSLY: 22.3.)							-		2b		-	R
42.4. Overall Inpatient Health Records Management TR: AFIs 33-364, 41-210, AFMANS 33-363, MRTR2 Users Guide (PREVIOUSLY: 22.4)												
42.4.1. Prepare, update, and maintain inpatient medical records							2b		b		-	R
42.4.2. Inpatient records retirement process TR: MRTR2							A	B		-		
42.4.3. Complete inpatient records retirement process							-		b		c	
42.4.4. Quality control/Inpatient medical records management							A	-		B		
43. Admissions Process TR: AFI 41-210, 44-102 (PREVIOUSLY: 23.)												
43.1. Perform admission functions (PREVIOUSLY: 23.1.)							2b		b		-	R

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
43.2. Perform transfer functions (PREVIOUSLY: 23.2.)							2b		b		-	R
43.3. Notify appropriate agencies (PREVIOUSLY: 23.3.)							2b		b		-	R
44. Disposition Process TR: AFI 41-210 (PREVIOUSLY: 24.)												
44.1. Perform disposition functions (PREVIOUSLY: 24.1.)							2b		b		-	R
44.2. Prepare and verify admission and disposition associated reports (PREVIOUSLY: 24.2.)							2b		b		-	R
45. Birth Registrations TR: AFI 41-115, 41-210, AFH 41-114 (PREVIOUSLY: 35.)												
45.1. Birth Registration in CONUS (PREVIOUSLY: 35.1.)							-	B		-		
45.2. Birth Registration in OCONUS (PREVIOUSLY: 35.2.)							-	B		-		
RESOURCE MANAGEMENT												
46. Financial Management and Budgeting. TR: AFIs 41-120, 65-601 V1, DFAS-DE 7010.1, and DoD 7000.14 V1-15 (PREVIOUSLY: 38.)												
46.1. Planning, Programming, & Budgeting System (PPBS) TR: AFI 41-120, DoDD 7045.14, DODI 7045.7							-	-		B		
46.1.1 PPBS objective TR: (DODD 7045.14, para 3.)							-	-		B		
46.1.2. Future Year Defense Program (FYDP) objective TR: (DODI 7045.7, para 5.4.)							-	-		B		
46.2. Medical Budget TR: AFIs 41-120, 65-601, 36-502 (PREVIOUSLY: 38.2.)												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
46.2.1. Plan and manage the medical budget (PREVIOUSLY: 38.2.1.)							-		a		b	
46.2.2. Formulate Budget TR: DoD FMR Vol 2B Chap 12 (Formulating DHP Budget) (PREVIOUSLY: 38.2.2.)							-		b		b	
46.2.3. Accounting classification structure (BAG, PEC, RC/CC, and EEIC) (PREVIOUSLY: 38.7.)							-	A		B		
46.3. Accounting Principles												
46.3.1. Commitments DFAS-DE 7010.1, Ch 18							-	-		B		
46.3.2. UOO (Undelivered Orders Outstanding) DFAS-DE 7010.1, Ch 19							-	-		B		
46.3.3. AEU (Accrued Expenditures Unpaid) DFAS-DE 7010.1, Ch 20							-	-		B		
46.3.4. AEP (Accrued Expenditures Paid) DFAS-DE 7010.1, Ch 21							-	-		B		
46.4. Funds Distribution TR: AFI 65-601 V1 Ch 5, V2 Ch 2-7, and 14												
46.4.1. Total Obligation Authority (TOA)							-	-		B		
46.4.2. Understand Initial Distribution Process							-	-		B		
46.4.3. Annual and Quarterly Funding							-	-		B		
46.4.4. Basic concepts and rules under CRA. TR: AFI 65-601 Vol 1							-	-		B		
46.5. Budget Execution DoD TR: FMR Vol 3												
46.5.1. Determine Status of Funds							-	-		B		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
46.5.2. Track Reimbursements							-	-		B		
46.5.3. Civilian Pay AFI 36-502, DoD FMR Vol 8							-	-		B		
46.6. Perform End-of-year close-out activities DFAS-DE 7010.1 Ch 27, Section L (PREVIOUSLY: 38.4.)							-		a		b	
46.6.1. Management of Prior Year Funds							-	-		B		
46.6.2. Perform Tri-Annual Review of Obligations DFAS 7220.4-I							-		-		b	
46.7. Financial Management System Products TR: Air Force Medical Service Defense Health Program Budget Execution Guide (Version 1.2.)												
46.7.1. Financial documents (MORDS, MIPRS, AF Form 9, and AF Form 616) (PREVIOUSLY: 38.5.)							-	A		B		
46.7.2. Financial Reports (OBL, ODL, STH, Budget execution) (PREVIOUSLY: 38.6.)							-	A		B		
46.7.3. Utilize Defense Medical Logistics Standard Support (DMLSS)							-		-		2b	
46.7.4. Business Objects Reports							-	-		B		
46.7.5. Open Document List (ODL)							-	-		B		
46.7.6. Selective Transaction History List (STH)							-	-		B		
46.8. Cost Center Managers (CCM) TR: AFI 41-120 (PREVIOUSLY: 38.3.)												
46.8.1. Conduct CCM training (initial and recurring) (PREVIOUSLY: 38.3.1.)							-		b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
46.8.2. Perform CCM analysis of expenses (PREVIOUSLY: 38.3.2.)							-		b		2b	
46.8.3. Update CCM Guide (PREVIOUSLY: 38.3.3.)							-		a		b	
46.9. Uniform Business Office (UBO) TR: AFIs 41-101, 41-115, 41-120, 44-144, 51-302, 51-502 AFH 41-114, DoD 6010.15-M, , UBO Manual, 10.U.S.C. Sec 1095, 32 CFR 220 (PREVIOUSLY: 39.)												
46.9.1. Compliance Program (DOD 6010.15-M)							-	-		B		
46.9.2. TPC Program Quarterly/Annual Reporting (Ref: DOD 6010.15-M, C4.12)							-	-		B		
46.9.2.1. Purpose of Medical Service Account (MSA) (PREVIOUSLY: 39.1.1.)							A	-		B		
46.9.2.2. Perform Control accounts receivable and deposit funds (PREVIOUSLY: 39.1.3.)							-		-		b	
46.9.2.3. Determine rate, billing, and collection activities (PREVIOUSLY: 39.1.2.)							-		-		b	
46.9.2.4. Utilize MSA Reports							-		-		b	
46.9.3. Medical Affirmative Claims (Ref: Medical Cost Recovery Program policy guidance) (PREVIOUSLY: 39.3.)												
46.9.3.1.Collecting and processing 1488/Injury Log IAW applicable Memorandum of Agreements							A	B		-		
46.9.3.2. Manage and maintain AF Form 438, Medical Care Third Party Liability Notification							A	B		-		
46.9.3.3. Quarterly reconciliation process							-	B		-		
47. Business Plan TR: AFI 41-120												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
47.1. Components of the Business plan							-	-		B		
47.2. Create Resource And Program Information Development System (RAPIDS) slide.							-		-		b	
48. Informatics/Data Quality (DQ) TR: DODI 6040.40												
48.1. Data Quality Roles & Responsibilities							-	A		B		
48.2. Prepare Data Quality (DQ) statement							-		-		2b	
49. Medical Expense and Performance Reporting System (MEPRS)/Expense Assignment System (EAS) TR: AFIs 41-102, 41-120, 41-210, DoD 6010.13M, EAS Users' Manual, WWR User's Manual, EAS Reference Guide, DMHRSi Users Guide, Worldwide Workload Report User Manual (PREVIOUSLY: 42.)												
49.1. Purpose and use of MEPRS (PREVIOUSLY: 42.1.)							A	B		-		
49.2. MEPRS Coding Structure (PREVIOUSLY: 42.2.)							A	B		-		
49.3. Collect and process MEPRS data (PREVIOUSLY: 42.3.)							-		b		-	
49.4. MEPRS/EAS reports (PREVIOUSLY: 42.4.)								A		B		
49.5. System Repository (PREVIOUSLY: 42.5.)							-	-		A		
49.6. Interfacing workload systems (PREVIOUSLY: 42.6.)							-	B		-		
49.7. Defense Medical Human Resource System internet (DMHRSi)							A	-		-		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
49.7.1. Utilize Defense Medical Human Resource System internet (DMHRSi)							-		b		2b	
49.8. Worldwide Workload Report (WWR) (PREVIOUSLY: 42.8.)							A	B		-		
50. MANPOWER TR: AFI 38-101, 38-201, 36-2110, AFMAN 38-208, Vol 1, AFPD 38-2, Flight Path, PAD 06-03 (PREVIOUSLY: 41.)												
50.1. AFMS Flight Path AFMS Flight Path, PAD 06-03							-	-		B		
50.2. AFMS Corporate Structure TR: AFI 41-120							-	-		B		
50.3. General principles regarding Unit Manning Document (UMD) elements and impacts (i.e. Action Change Request, Organization Change Request, Career Progression Group, Zero Balance Transfer, Manpower Change Request)	7						-	A		B		
50.4. Perform UMD/UPMR reconciliation							-		-		2b	
50.5. Process Manning Assistance Requests (OCO) (Active Duty, IMA, Reserve, Guard).							-		-		2b	
50.6. Program Objective Memorandum (POM) TR: AFI 38-101, AFI 38-201 and Medical Planning and Programming Guidance (published each POM)							-	-		B		
51. Patient Valuables and Weapons TR: DoD 6010.15-M (PREVIOUSLY: 40.)												
51.1. Perform Safeguard patient valuables and weapons procedures (PREVIOUSLY: 40.1.)							1a		b		-	R
52. Support Agreements/MOU/MOA TR: AFI 25-201 (PREVIOUSLY: 44.)							-	-		B		
INFORMATION SYSTEMS												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
53. Information Systems and Management TR: DOD 8570.1, AFMAN 33-285, AFI 41-211, AFI 33-112, AFI 33-115V1, AFI 33-115V2, AFSSI 8502, AFSSI 8520, AFSSI 8580, AFI33-114, 33-119, 33-106 and 33-129 (PREVIOUSLY: 45.)												
53.1. Medical automated applications general overview and terminology TR: AFI 41-211, AFMAN 33-285 supplement to DOD 8570.01M (PREVIOUSLY: 45.1.)							A	B		-		
53.2. Hardware/software inventory procedures REF: AFI 33-112 Information Tech, Hardware Asset Management, AFI 33-115V2, Licensing Network Users (PREVIOUSLY: 45.2.)							A	-			-	
53.2.1. Perform Hardware/software inventory procedures REF: AFI 33-112 Information Tech, Hardware Asset Management, AFI 33-115V2, Licensing Network Users (PREVIOUSLY: 45.3.)							-	b			-	
53.3. Information System Security and User/System Accreditation. (Diacap Process) Knowledge of process and accreditation procedures. AFSSI 8502, Organizational Computer Security, AFSSI 8520, Identification and Authentication, AFSSI 8580, Remanence Security. (PREVIOUSLY: 45.6.)							A	B		-		
53.4. Basic network/hardware component identification And capability (PREVIOUSLY: 45.4.)							A	B		-		
54. SEI 260 and A+ Certification Training												
54.1. Can identify basic facts and terms and complete required certification training according to duties associated with ***SEI 260**. TR: IT E-Learning CBT: DOD 8570 IA Certification Support							-		3b		-	
54.1.1. Complete Test Prep: Essentials. TR: IT E-Learning CBT: DOD 8570 IA Certification Support DOD8570 A+ Technical Level I							-		3b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
54.1.2. Complete Test Prep: Practical Application. TR: IT E-Learning CBT: DOD 8570 IA Certification Support, DOD8570 A+ Technical Level I							-		3b		-	
54.1.3. Identify key internal PC components, Standard Desktop Configuration (PC), Printer Setup, Publish CAC card certificates.							-		2b		-	
54.1.4. Build a network cable and test. http://mmlviewer.books24x7.com/book/id_20432/viewer.asp?bookid=20432&chunkid=1							-		2b		-	
54.2. Clinical Software Applications (PIMR, AHLTA, ICDB). TR: Locally Developed Training and Procedures							-	A		B		
54.3. AFI 41-211, Management Of Medical Information Services. TR: https://vc.afms.mil/AFMOA/SGA/SGAI/default.aspx							-	A		-		
54.4. AFI 33-114, Software Management. TR:http://www.epublishing.af.mil/shared/media/epubs/AFI33-114.pdf							-	-		A		
54.5. AFI 33-115 V1, Network Management. TR:http://www.epublishing.af.mil/shared/media/epubs/AFI33-115V1.pdf							-	-		A		
54.6. AFI 33-332, Privacy Act Program. TR:http://www.epublishing.af.mil/shared/media/epubs/AFI33-332.pdf							-	-		A		
54.7. DoD 8570.01-M, Information Assurance Workforce Improvement Program. TR:https://private.afca.af.mil/optn/docs/DoD%208570.01m%20Change%202%20-%2002-26-10.pdf							-	-		A		
54.8. AFI 33-100, User Responsibilities and Guidance for Information Systems. TR:http://www.epublishing.af.mil/shared/media/epubs/AFI33-100.pdf							-	A		-		
55. TRAINING FOR LEVEL II Information Assurance (System Administrators, Network Management, Server room support)												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
55.1. Can identify basic facts and terms and complete required certification training according to duties associated with ***SEI 264**. TR: IT E-Learning CBT: DOD 8570 IA Certification Support , DOD8570 Security + Technical Level I							-		-		3b	
55.2. Complete Test Prep: Security + If ob duties require the member to be Security + Certified (264). TR: IT E-Learning CBT: DOD 8570 IA Certification. Support , DOD8570 Sec + Technical Level I							-		-		3b	
56. Support Clinical Software Applications TR: Locally Developed Training and Procedures												
56.1. Administer/Maintain AHLTA Servers							-		-		2b	
56.1.1. Pull/Analyze Server Utilization Reports							-		-		2b	
56.1.2. Install Software Updates							-		2b		-	
56.1.3. Create/Manage User Accounts							-		-		2b	
56.1.4.Configure Server load balance							-		2b		-	
56.1.5. Support AHLTA End User Devices							-		-		2b	
56.2. Support/Maintain Corporate Dental Application							-		2b		-	
56.3. Create/Manage DMHRSi User Accounts							-		2b		-	
56.4. Update/Troubleshoot Business Object Applications (M2, EAS IV, etc...)							-		-		2b	
56.5. Troubleshoot/Support Teleradiology PACS Network configurations							-		2b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
56.6. Install/Configure/Update DMLSS							-		2b		-	
56.7. Install/Troubleshoot/Configure CRISS							-		-		2b	
56.8. Troubleshoot/Support QMATIC Pharmacy System							-		2b		-	
56.9. Provide technical support to Tele -Mental Health Program							-		2b		-	
56.10. Support/Troubleshoot Essentris							-		2b		-	
56.11. Install/Configure/update CCQAS/BDQAS							-		2b		-	
56.12.Understand vulnerability/threat assessment TR: AFI41-211							-	-		B		
56.13. Understand Systems Security practices in accordance with HIPAA laws TR: AFI41-211							-	-		B		
57. Support Theater Medical Information Program-Joint (TMIP-J) in the deployed environment TR: IT/STX Course Gunter AFB												
57.1. Administer/Maintain TMIP-J Servers							-		2b		-	
57.2. Install/Configure AHLTA-T							-		2b		-	
57.3. Administer/Maintain TC2 Server							-		2b		-	
57.3.1. Install/Update/Configure TC2 Application							-		2b		-	
57.3.2. Create/Manage TC2 Accounts							-			B		

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
57.4. Troubleshoot/Repair TMIP-J EUDs							-		2b			
MEDICAL READINESS												
58. MRNCO Oversight of Readiness TR: AFIs 10-401, 10-403, 10-2501, 10-204, 10-201, 10-203, 10-206, 41-106, 36-2201, 10-2603, 10-2604, and 90-1601)												
58.1. Air Force Planning overview (PREVIOUSLY: 46.1.)												
58.1.1. Objectives of Air Force planning/Terminology and Acronyms	5						A	B		-		
58.1.2. AEF Construct, Composition, Schedule, Battle Rhythm, Vulnerability period	5						-	B		-		
58.1.3. Deliberate and Crisis action Planning and Execution Segments (DCAPES) Overview							-	B		-		
59. Control Center Functions (AFIs 10-2501, 10-204, 10-206, 41-106)												
59.1 Medical Control Center mission/functions (PREVIOUSLY: 46.2.)							a		2b		-	R
59.2. Secure/non-secure Comm devices/procedures (PREVIOUSLY: 46.5.)							2b		-		-	R
59.3. Utilize phonetic alphabet (PREVIOUSLY: 46.4.)							2b		-		-	R
59.4.Utilize Maps/Events Log/Status boards							-		2b		2b	R
59.5. Run MCC Checklists							-		2b		-	
60. MRNCO Oversight of Readiness (AFIs 10-401, 10-403, 10-2501, 10-204, 10-201, 41-106, 36-2201, 10-2603, 10-2604, 90-1601)												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
60.1. Medical Readiness Committee (PREVIOUSLY: 46.9)							A	B		B		
60.1.1. Develop exercise objectives/scenario inputs							-		-		2b	
60.1.2. Conduct Hotwash/Post-Incident Exercise Summary											2b	
60.2. Procedures for Medical Readiness In/Outprocessing							-		2b		-	
60.3. After Action Reports/Lessons Learned program							-	-		B		
60.4. Unit MR Training Manager (oversight of Formal UTC, Tiered, RSV/MCRP training programs)							-	-		B		
61. Unit Reports Monitor (Mission Capability Reporting) (AFIs 10-401, 10-403, 10-2501, 10-204, 10-201, 10-206, 41-106)												
61.1. Status of Resources and Training System (SORTS) Report (PREVIOUSLY: 46.6.)							A	B				
61.1.1. Complete Status of Resources and Training System (SORTS) Report											b	
61.2. Aerospace Expeditionary Force (AEF) Reporting Tool (ART) (PREVIOUSLY: 46.7.)							A	B				
61.2.1. Utilize Aerospace Expeditionary Force (AEF) Reporting Tool (ART)											b	
61.3. Defense Readiness Reporting System (DRRS)							A	B				
61.3.1. Utilize Defense Readiness Reporting System (DRRS)											b	
61.4. Air Force Medical Readiness Decision Support System (MRDSS) (PREVIOUSLY: 46.8.)							A	B				
61.4.1. Utilize Air Force Medical Readiness Decision Support System (MRDSS)											b	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
61.5. Complete MEDRED-C Reports							a		-		2b	R
61.6. Complete SITREP Reports							a		-		2b	R
61.7. Unit Designed Operational Capability (DOC) Statement DOC statement/UTC Availability							-	-		B		
61.8. Input MR training data in MRDSS							-		2b		-	
62. Unit Deployment Manager (UDM) TR (AFIs 10-401, 10-403, 10-2501, 10-204, 10-201, 10-203, 41-106, 36-2201, AEF Online web site)												
62.1. UDM responsibilities (PREVIOUSLY: 46.13.)							-	A		B		
62.2. Installation/Facility Deployment Function (PREVIOUSLY: 46.12.)							-	B		B		
62.3. Maintain Personnel Readiness Folders							-		2b		2b	
62.4. Facilitate Reclama and Shortfall Process/Tasking validation							-		-		2b	
62.5. Time Phased Force Deployment Data (TPFDD)/Deployment Requirements Manning Document (DRMD) contents (PREVIOUSLY: 46.14)							-	-		B		
62.6. Utilize AEF Online/Logistics Module (LOGMOD)							-		-		2b	
62.7. Reporting instructions (Identify theatre-specific deployment requirements)							-		-		2b	
62.8. Unit Type Codes (UTC) Management (PREVIOUSLY: 46.10.)	7						A	-		B		
62.9. Coordinate Unit Medical Resource Letter (MRL)							-		-		b	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
62.10. Unit Plans NCO (AFIs 10-401, 10-403, 10-2501, 41-106, 10-2603, 10-2604, DODI 6055.17)												
62.10.1. Manage plans (IDP, CEMP, DCP, IGESP, and MCRP)							-	A		B		
62.10.2. Review, maintain & coordinate unit plans							-		-		2b	
62.10.3. Facilitate procedures for readiness MOAs/MOUs							-		-		2b	
63. MC-CBRN Oversight (AFIs 10-2501, 10-204, 41-106, 41-209, 10-2603, 10-2604, 29 CFR 1910.120, DODI 6055.17)												
63.1. Exercise/Budget/Inventory/Training requirements overview							-	-		B		
63.2. Coordinate resource, training, budget requirements with Team Chiefs							-		-		2b	
PERSONNEL AND ADMINISTRATION												
64. Automated Systems (PREVIOUSLY: 47.1.)												
64.1. Utilize Base Level Service Delivery Model (BLDSM)/Case Management System (CMS) TR: AFCSM 36-699 Vol 1; Personnel Services Delivery Guide (PSD) Handbook; CMS Guidance (all three are located on the AFPC Website)							-		2b		-	
64.2. Utilize Defense Medical Human Resources System-internet (DMHRSi) TR: AFI 41-102; DMHRSi Training Instance https://dmhrsitrng.csd.disa.mil; DMHRSi Student Study Guide https://kx.afms.mil/kxweb/dotmil/kjPage.do?cid=CTB_082980&functionalArea=HealthServicesManagementCFM (HR Module)							-		2b		-	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
64.3. Process TDY Orders/Defense Travel System (DTS)TR: AFI 65-103, AFI 33-328, all DTS training information to include manuals, quick reference material, guides and information papers are located on the training tab of the DTS training site: http://www.defensetravel.osd.mil/dts/site/index.jsp							-		2b		-	
65. Human Resources (PREVIOUSLY: 47.2.)												
65.1. Perform In/Outprocessing TR: AFI 36-2103, AFCSM 36-699 Vol 1							-		b		-	
65.2. Manage Sponsorship/INTRO TR: AFI 36-2103							-		b		-	
65.3. Process Personnel Action Change & Duty Information Updates TR: AFCSM 36-699 Vol 1							-		2b		-	
65.4. Retirement & Separations TR: AFI 36-3206, AFI 36-3208, AFPAM 36-3210, AFI 36-3212, AFI 36-2102, AFI 36-3202 (PREVIOUSLY: 47.2.5.)							-	B		-		
65.5. Leave Procedures TR: AFI 36-815; AFI 36-3003 (PREVIOUSLY: 47.2.6.)							-	B		B		
66. Management Functions (PREVIOUSLY: 47.3.)												
66.1. Process Unfavorable Information Files/Control Roster TR: AFI 36-2907 (PREVIOUSLY: 47.3.1.)							-		-		b	
66.2. Duty Status Tracking TR: AFI 36-2134							-	B		-		
66.3. Process Awards, Decorations & Recognition TR: AFI 36-2803, AFPAM 36-2801 Vol 1-3 (PREVIOUSLY: 47.3.4.)							-		b		b	R
66.4. Manage EPR/OPR/LOE TR: AFI 36-2406, AFI 36-2401 (PREVIOUSLY: 47.3.5.)							-		b		b	R

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
66.5. BAS/SIK TR: DFAS-DEM 7073.2 Vol 1 Chap 6, AFI 34-241, AFPAM 36-2241 (PREVIOUSLY: 47.3.6.)							-	A		B		
66.6. Promotion TR: AFI 36-2606, AFI 36-2605, AFI 36-2241 Vol 1 & 2, AFI 36-2501, AFI 36-2504, AFPAM 36-2506, AFCSM 36-699 Vol 1 Chap 13 (PREVIOUSLY: 47.3.7.)							-	B		-		
66.7. Manage WAPS Testing TR: AFI 36-2206, AFI 36-2502 (PREVIOUSLY: 47.3.9.)							-		b		-	
66.8. Functional Area Records Manager (FARM) Program TR: AFI 33-322							-	-		B		
66.8.1. Oversee Functional Area Records Manager (FARM) Program TR: AFI 33-322							-		2b		2b	
66.9. Maintain Medical Publications & Forms TR: AFI 37-137							-		b		b	
66.10. Process Official Mail TR: AFPCI 33-101; DODI 4525.8 AF Sup 1							-		2b		-	
66.11. Monitor Personnel Information File TR: AFI 36-2608; AFMAN 37-123							-		2b		-	
66.12. Monitor Drug Demand Reduction (Notification procedures) TR: AFI 44-120, para 4.6.11.8							-		2b		-	
66.13. Manage Controlled Spend Account (CSA) and/or Government Travel Card (GTC) TR: DoD FMR 7000.14-R, Vol 9, Chap 3; DoD Reg 7351.1							-		2b		2b	
66.14. Process Report of Survey (ROS) TR: AFMAN 23-220							-		-		2b	
66.15. Process Inventory Management TR: AFI 47-101, AFMAN 23-110 (Previously 37)							-		2b		-	
SENSITIVE DUTIES (PRP and PSP)												
67. Sensitive Duties Program TR: AFI 41-210, DoDM 5210.42R, AFMAN 10-3902, DoD 5210.87, DoD 5210.55 (PREVIOUSLY 36.)												

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
67.1. PRP/PSP medical records requirement (PREVIOUSLY: 36.1.)	3/5/7						A	B		B		
67.1.1. MTF PRP/PSP Monitor Roles & Responsibilities. TR: DoD 5210.42-R_AFMAN 10-3902 and AFI 41-210							-	A		B		
67.1.2. Roles and Responsibilities of the Competent Medical Authority (CMA) TR: DoD 5210.42-R_AFMAN 10-3902							-	A		B		
67.1.3. Personnel Data System (PDS) PRP Status Codes. TR: DoD 5210.42-R_AFMAN 10-3902							-	B		-		
67.2. Administrative Qualification Procedures. TR: DoD 5210.42-R_AFMAN 10-3902 IC 2, AF Form 286, and AF Form 286A												
67.2.1. Screen PRP/PSP medical records for Potential Disqualifying Information (PDI) (PREVIOUSLY: 36.2.)	5/7						1a		b		2b	
67.2.2. Identify and document Potential Disqualifying Information (PDI).	5/7						-		b		2b	
67.2.3. Perform PDI notification procedures (PREVIOUSLY: 36.3.)	5/7						a		b		2b	
67.3. Certification Process												
67.3.1. Perform Initial Certification Procedures							-		b		2b	
67.3.2. Perform Interim Certification Procedures							-		b		2b	
67.3.3. Perform Personnel Transfers (PRP to PRP transfers)							-		b		2b	
67.4. Removal and Reinstatement. TR: DoD 5210.42-R_AFMAN 10-3902 IC 2, AF Form 286, and AF Form 286A												
67.4.1. Perform Disqualification/Permanent Disqualification							-		b		2b	

1. Tasks Knowledge and Technical References	2. Core Tasks	3. Certification For OJT					4. Proficiency Codes Used To Indicate Training/ Information Provided					
		A	B	C	D	E	A 3-Skill Level	B 5-Skill Level		C 7-Skill Level		D Readiness Skills Verification (RSV) Tasks
		Training Start	Training Complete	Trainee Initials	Trainer Initials	Certifier Initials	(1) CRS	(1) CDC	(2) OJT	(1) CDC	(2) OJT	Frequency /Method
67.4.2. Suspension recommendation							A	B		-		
67.4.2.1 Process Suspension recommendation							-		b		2b	
67.4.3. Temporary Decertification							A	B		-		
67.4.3.1 Process Temporary Decertification							-		b		2b	
67.4.4. Permanent Decertification							A	B			-	
67.4.4.1. Process Permanent Decertification							-		b		2b	
67.4.5. Reinstatement/requalification for permanently decertified/disqualified individuals.							A	B		-		
67.4.5.1. Process Reinstatement/requalification for permanently decertified/disqualified individuals							-		b		2b	
67.4.6. Appeal Procedures							A	B		-		
67.5. Discrepancy Reporting TR: DoD 5210.42-R_AFMAN 10-3902 IC 2												
67.5.1. Report CAT I Discrepancies	5/7						-		2b		-	

Tasks, Knowledge, and Technical References	DATE STARTED	DATE COMPLETED	TRAINEE INITIALS	TRAINER INITIALS	CERTIFYING OFFICIALS INITIALS
1. TRAC2ES Training TR: TRAC2ES CBT and User Guides					
2. Patient Movement Process TR: AFH 41-114, AFIs 13-207, 41-101, 44-165, and 41-301, 41-307, AFJI 41-315, AFJH 41-313, AFJMAN 41-306, DoD 4515.13R, DoDI 6000.11, Joint Publication 4-02.2, Patient Movement Policies, Standard Operating Procedures, TRAC2ES User Guides, and Local Procedures					
2.1. Pre-Mission (Originating Facility)					
2.1.1. Eligibility for Travel					
2.1.2. Commercial Travel Protocols					
2.1.3. Use of AF Form 3839, Patient Reporting Data Collection Sheet					
2.1.4. TRAC2ES Entry/Submission to Patient Movement Requirements Center (PMRC)					
2.1.5. TRAC2ES Patient Travel Cite Number					
2.1.6. Coordination with External Agencies (Hospitals, Patient Staging Areas or Facilities)					
2.1.7. Patient Briefing					
2.1.8. AE Preparation Checklist Minimum Requirements					
2.1.9. Medical Records and Forms Familiarization					
2.1.9.1. AF Form 3899, Aeromedical Evacuation Patient Record					
2.1.9.2. AF Form 3838, Do Not Resuscitate Order (DNR) Certification for Aeromedical Evacuation					
2.1.9.3. SF Form 502, Medical Record Narrative Summary (Clinical Resume)					
2.1.9.4. SF 513, Medical Record – Continuation Sheet					
2.1.9.5. Nursing Inpt Transfer Sum					
2.1.10. Temporary Duty Travel Orders					
2.1.11. Baggage Requirements					
2.1.11.1. Allowable Weight					
2.1.11.2. AF Form 3851, Patient Baggage Data					
2.1.11.3. DD Form 600, Baggage Tag					
2.1.11.4. Lost/Unaccompanied Baggage					
2.1.11.5. Shipment of Unaccompanied Baggage					
2.1.12. Patient Command Notification					
2.1.13. Rules for Medical and Non-					

Tasks, Knowledge, and Technical References	DATE STARTED	DATE COMPLETED	TRAINEE INITIALS	TRAINER INITIALS	CERTIFYING OFFICIALS INITIALS
Medical Attendant					
2.1.13.1. AE of Unaccompanied Minor					
2.1.13.2. AF Form 2239, Consent for Medical Care and Transportation in the Aeromedical Evacuation System or Power of Attorney					
2.1.14. Inspection of Patients, Attendants and Baggage					
2.1.14.1. Identification/Confiscation of Country/Area of Responsibility-Specific "Unauthorized" Material					
2.1.14.2. AF Form 1297, Temporary Issue Receipt, for Items Confiscated					
2.1.14.3. Confiscation of Weapons and Ammunition					
2.1.14.4. Anti-Hijacking Statement					
2.1.14.5. Patient and Attendant Meals					
2.1.14.5.1. Meal Orders					
2.1.14.5.2. Special Dietary Requirement					
2.1.14.6. Flight/Patient Tracking using TRAC2ES					
2.1.14.7. AE Crew Briefing					
2.2. Mission Packet Preparation					
2.2.1. AF Form 3860, Aeromedical Patient Record Data					
2.2.2. PMR or AF Form 3839					
2.2.3. AF Form 3830, Patient Manifest					
2.2.4. AF Form 3829, Summary of Patients Evacuated by Air					
2.2.5. SF 600, Health Record—Chronological Record of Medical Care					
2.2.6. Flight and Fleet Kitchen Request					
2.2.7. TRAC2ES Special Diet Roster					
2.2.8. TRAC2ES Patient Special Equipment Roster					
2.2.9. Temporary Duty Travel Orders (Reference 2.1.11)					
2.2.10. Anti-Hijacking Statement (Reference 2.1.15.3)					
2.3. Post-Mission (Receiving Facility)					
2.3.1. In-Transit Visibility Events					
2.3.2. Following Mission to Completion viaTRACE2S/PMRC					
2.3.3. Analysis of Discrepancies					
2.3.4. Anti-Hijacking Procedures (Reference 2.1.15)					
2.3.5. Arrangement of Further Medical Care					

Tasks, Knowledge, and Technical References	DATE STARTED	DATE COMPLETED	TRAINEE INITIALS	TRAINER INITIALS	CERTIFYING OFFICIALS INITIALS
2.3.5.1. Ground Transportation					
2.3.5.2. Billeting for Outpatient/Medical Attendant/Non-Medical Attendant					
2.3.6. Death in Flight Procedures					
2.3.7. Remaining Overnight Patient Procedures					
2.3.8. Release of Patients from Aeromedical Evacuation System - AF Form 3841, Certificate of Release					
2.3.9. AF Form 3835, Aeromedical Mission Management I and AF Form 3836, Aeromedical Mission Management II					
3. Bed Status Report TR: AFJI 41-315 and AFI 41-307					
3.1. Patient Status Board or AF Form 3892, Patients Holding in Aeromedical Staging Facility					
3.2. Patient Information Board					
4. Zulu Time TR: AFI 11-2AEV3 CL-2 (Pg 15); Air Force Portal World Clock located at www.my.af.mil; www.timeanddate.com/worldclock/					
4.1. Zulu Time Conversion					
5. Julian Date Calendar TR: References located on Air Force Portal at www.my.af.mil and AFMS Kx located at https://kx.afms.mil (Search Pages)					
5.1. Julian Date Conversion					
6. Communication TR: AFIs 31-401, 33-201 and 33-332					
6.1. Communication Security					
6.2. Information Security					
6.2.1. Protocol Router Network (Secret and Non-Secure Internet Protocol Router Network)					
6.3. Privacy Act					
7. Customs TR: DoD 4500.54-G and AMCI 24-101 V16					
7.1. Role/Responsibility of Border Clearance Agencies					
7.2. Border Clearance Procedures					
8. Flight Line Driving TR: AFJMAN 24-306, AFMAN 10-100 and Local Guidance					
8.1. Airfield Drivers Course (Via Advanced Distributed Learning Service)					
8.2. International Military Route Signs & Road Signs					
8.3. Vehicle Checks					

Tasks, Knowledge, and Technical References	DATE STARTED	DATE COMPLETED	TRAINEE INITIALS	TRAINER INITIALS	CERTIFYING OFFICIALS INITIALS
9. Patient Load/Unload TR: AFI 41-301					
9.1. Litter Training					
9.2. Patient Loading Procedures					
9.3. Patient Unloading Procedures					
10. CASF CONFIGURATION					
11. Aircraft Tracking					

PART II, SECTION B – COURSE OBJECTIVE LIST

1. Course Objective. To obtain a copy of the Apprentice COL, contact: 382 TRS/XYBC, 3038 William Hardee Road, Fort Sam Houston, TX 78234.

2. Measurement. Students are measured in both knowledge and performance elements using a written test and a performance progress check.

3. Standard. The course minimum standard is 70% on written examinations. Standards for performance measurement are indicated in the objective and delineated on the individual progress checklist. Instructor assistance is provided as needed during the progress check and students may be required to repeat all or part of the behavior until satisfactory performance is attained.

4. Proficiency Level. Most course task performance is taught to the 2b proficiency level, which means the student can do most parts of the task but does need assistance on the hardest parts of the task (partially proficient). The student can also determine step-by-step procedures for doing the task.

PART II, SECTION C – SUPPORT MATERIALS

1. Support Material.

1.1. Training Platforms (TP). The following list of support materials is not all-inclusive; however, it covers the most frequently referenced areas.

1.1.1. Beneficiary Counseling Assistance Coordinator (BCAC) (STS Item 20). Personnel assigned as BCACs should use the following TPs to become proficient in the tasks associated with new responsibilities.

1.1.1.1. The Health Benefits Website, https://kx.afms.mil/healthbenefits, provides the latest information and tools on Health Plan Management. Some information on this website is password protected; therefore, personnel will be required to apply for an account in order to gain access.

1.1.1.2. TRICARE Fundamentals Course (STS Item 19), http://www.tricare.mil/tricareu/default.aspx is a regional-based course. Location rotates each quarter. It is an entry-level 3-day course designed for those personnel involved in providing TRICARE assistance and counseling to beneficiaries. Major topics include TRICARE eligibility, medical benefits to include TRICARE Prime Remote and TRICARE for Life, transitional benefits, pharmacy, dental, claims and appeals, and customer service. The target audiences for this course are BCACs, Debt Collection Assistance Officers (DCAOs), and Contract Representatives who are on their initial TRICARE assignment. Other eligible attendees are Airman Family and Readiness Center personnel, Reserve Component Unit Representatives, TRICARE staff, and other personnel who have TRICARE outreach responsibilities, newly assigned TOPA Flight OIC/NCOICs. There are no prerequisites for this course; however, this course is not intended for those personnel who have attended or other similar courses.

1.1.1.3. The TRICARE University, http://www.tricare.mil/tricareu/default.aspx is the TRICARE Management Activity (TMA) distance learning training platform for various support functions (BCACs, DCAOs, etc.).

1.1.2. Debt Collections Assistance Officer (DCAO) (STS Item 21). Personnel assigned as DCAOs should use the following TPs to become proficient in the tasks associated with new responsibilities.

1.1.2.1. Health Benefits Website, https://kx.afms.mil/kxweb/dotmil/kj.do?functionalArea=AFMOAHealthBenefits provides the latest information and tools on Health Plan Management. Some information on this website is password protected; therefore, personnel will be required to apply for an account in order to gain access.

1.1.3. Health Plan Analyses (STS Item 22). Personnel assigned duties within the scope health plan analyses, use the following TPs to become proficient in the tasks associated with new responsibilities. References: *Step-by-Step Guide for Population Health, DoD Population Health Improvement Plan and Guide*, and *A Guide to Population Health*.

1.1.4. MEB/PEBLO Clerk (STS Item 32). Personnel assigned as MEB/PEBLO Clerks should thoroughly review AFI 10-203, *Duty Limiting Conditions*, AFI 36-3212, *Physical Evaluation For Retention, Retirement, And Separation*, AFI 41-210, *Patient Administration Functions*, AFI 48-123, *Medical Examinations and Standards*, and *Physical Evaluation Board Liaison Officer Guide* and the *DES Pilot Operations Manual*, which provides comprehensive information about MEBs and the Disability Evaluation System (DES). The PEBLO Guide can be found on the Health Benefits Website, https://kx.afms.mil/kxweb/dotmil/kjFolderList.do?folder=Toolkits&functionalArea=AFMOAHealthBenefits
The measurement of the TP is the responsibility of the using MTF.

1.1.5. PEBLO Training Workshop/Conference. The PEBLO workshop is conducted annually and is sponsored by AFPC, Disability Operations Branch. This informal course was developed to provide advanced, supplemental PEBLO training not currently offered in the 3- and 5-skill level Health Services Management TPs. Subject matter curriculum incorporates fundamental aspects of DoD level disability evaluation system directives as well as specific service administrative requirements that address appropriate case documentation requirements; necessity for timely case submissions; PEBLO-patient counseling; review-in-lieu of MEB guidelines; and other general MEB management functions required of PEBLOs at Physical Evaluation Board referral MTFs.

1.1.6. Integrated Disability Evaluation System (IDES). Personnel assigned duties within or oversight of the IDES Program should thoroughly review the information provided on the Health Benefits website, https://kx.afms.mil/kxweb/dotmil/kj.do?functionalArea=AFMOAHealthBenefits. The IDES Operations Manual provides an in-depth review of the processes and responsibilities associated with the management of the IDES program.

1.1.7. Patient Administration Website (STS Item 24). The patient administration website, https://kx.afms.mil/patientadmin provides the latest information and tools for managing related functions. Some information on this website is password protected; therefore, personnel will be required to apply for an account in order to gain access.

1.1.8. Medical Records Tracking, Retirement and Retrieval (MRTR2) System (STS Items 24 and 25). The MRTR2 website provides access to CBT for electronic tracking and retirement of records. The training is required for all personnel responsible for retiring medical records and can be accessed at https://kx.afms.mil/pad/mrtr2/.

1.1.9. The Special Needs Identification and Assignment Coordination (SNIAC) Program. The SNIAC website, https://www.airforcefap.af.mil/skins/affap/home.aspx provides the latest information and tools on the SNIAC program. Personnel who perform duties that are part of the overall SNIAC process, e.g., the Family Member Relocation Coordinator, should access this site as well as apply for a password to access the Q-Base online tool.

1.1.10. Working Information Systems to Determine Optimal Management (WISDOM) Course. Stakeholder expectations require astute management of the delivery organizations in the MHS, along with the formulation of policy at all levels that support corporate goals. Data-driven decision-making is key to successful performance. This 40-hour course reviews the basic processes of management decision making, with emphasis on the use and limitations of contemporary MHS data and data systems. Although the course uses examples set in a typical MTF integrated delivery system, the concepts and tools are equally applicable for other decision-makers, entities, and command levels in the MHS. The target audience for this course is novice to mid-level ARS Bridge (M2) users who use MHS data for analysis. Go to: http://www.tricare.mil/ocfo/bea/wisdom.cfm.

1.1.11. TRICARE Financial Management Education Program (TFMEP) Basic Course. TMA presents the TFMEP as a means to provide training on current and evolving TRICARE financial management subject areas. Target areas are those where the training and information is generally not available in other courses or workshops. TFMEP course material promotes the ability of managers, at all levels within the MHS, to work with various kinds of financial information available within the current DoD workload, managed care, and cost accounting systems. The program also addresses the sources from which data can be obtained, data quality management, and specific TRICARE software applications that can either utilize or produce some of the relevant cost data. Attendees are introduced to outsourcing alternatives. These principles, coupled with the overarching MHS business plan and budget model techniques, will enable individuals to realize the right balance between the Direct Care System and Private Sector Care System. Go to: http://www.tricare.mil/ocfo/privatesector/tfmep/index.cfm.

1.1.12. Aeromedical Evacuation (AE) Patient Movement Requirements Center (PMRC) Training**.** AE clerks/technicians and anyone else responsible for patient reporting for movement should complete Transportation

Command (TRANSCOM) Regulating And Command & Control (C2) Evacuation System (TRAC2ES) system training. This five-day course will train student with hands-on interactive instruction. Class size is up to ten students, the optimum number for effective instruction. TDY costs are the responsibility of the unit. If a significant number of individuals need instruction, the facility can pay TDY costs to have an instructor from the Office of the TRANSCOM Surgeon General to teach the course at their home station.

1.1.12.1. This lesson provides background information for all primary participants using the TRAC2ES system. Upon completion, students will have an understanding of the use and function of the TRAC2ES Automated Information System (AIS) and its relationship to the patient movement process. TRAC2ES Enterprise refers to the umbrella system that includes an AIS and non-automated (non-AIS or manual) tasks to support patient movement. TRAC2ES' mission is to link originating and destination MTFs with medical evacuation conveyances and C2 infrastructure to maintain continuous global awareness and management of the patient movement system. It will be used the same way in peace, contingencies, or war. This training focuses on the TRAC2ES AIS, but also includes some non-AIS tasks. You may contact GPMRC for a copy of the TRAC2ES CBT CD-ROM. Visit https://www.trac2es.transcom.mil for more information.

1.1.12.2. The 4A0X1 Patient Movement JQS was developed to standardize and document minimum administrative duties and task qualifications relevant to the aeromedical evacuation process.

1.1.13. Health Care Optimization/Operational Medicine Seminar. The Health Care Optimization/Operational Medicine Seminar course is targeted toward newly acquired primary care managers (PCM) and PCM Nurses (46N3) for training in Population Health, Health Care Optimization, and Operational Health. Group Practice Managers and Clinical Flight/Squadron Commanders are also encouraged to attend. Civilians filling PCM or nurse roles should be given equal priority. If class seats have not been filled within 30 days of the start of a class, PCM technicians (4As & 4Ns) may attend on a space available basis. This course includes the following topics: Overview of the Military Health Service, Principals of Population Health, PCM Team Function and Process Improvement, Evidence-Based Medicine/Disease Management/Clinical Preventative Services, PIMR Overview, Clinical Effectiveness/Efficiency, Demand Forecasting & Template Management, Physical Exams and Standards, Introduction to Occupational Medicine, Common occupationally-related injuries/illnesses, Fetal Protection Program, Hearing Conservation Program, Deployment Surveillance. Prerequisites for PCM Technicians (enlisted and civilian): 5-skill level or above, with at least 3 - 6 months experience in primary care.

1.1.14. AFMS Access Improvement Seminar, 3 day. The Health Benefits Branch, Air Force Medical Support Agency, continues to lead the Military Health System as experts in the field of access improvement training. The AFMS Access Improvement Seminars provide access managers with comprehensive instruction so that they may gain the most up-to-date access improvement information in the areas of access policy, access data analysis, Family Health Initiative, access to care (ATC) performance measurements, demand management, population/enrollment management clinic, appointing and schedule management, appointing information systems management, referral management, and process improvement. Related decision support tools will also be demonstrated and explained. Students will be given many opportunities to ask questions and interface with the faculty and with each other.

Appointing Information Systems hands-on Training Course. The course objectives are to provide students with the detailed knowledge of the various appointing functions, the operations and the management of MHS appointing information systems, primarily the Composite Health Care System, (CHCS). Hands-on training, lectures and practical exercises will allow students to gain the knowledge they need to make improvements in appointing information systems' operations and improve access once they return to their MTFs. Specifically, there will be training/classes on template, schedule, file and table building and management; appointing system functions operations; consult tracking; TRICARE Online appointing system data quality and pertinent aspects of MTF appointing/access data flow and management.

1.1.16. **International Health Specialist (IHS).** The IHS website, https://kx.afms.mil/afihs provides the latest information and tools on the IHS program. The AFMS developed this program to support the DoD's Joint Vision, which states that today's joint force must be prepared to operate with multinational forces, governmental and non-governmental agencies, as well as with international organizations. The IHS program helps identify those with language, cultural, and/or geopolitical skills, and provides a database of medics with capabilities tailor-made for specific missions. It consists of officer/enlisted members who fulfill IHS duties on a full time basis and also those who have

elected to be included in a database pool from which members are selected for IHS positions or to augment specific missions. IHS personnel are expected to be or to become proficient in a second language and to become knowledgeable of the political, military, economic, medical and cultural aspects of the country/region associated with their second language. In addition to becoming an expert in their area of responsibility and establishing host nation relationships, IHS personnel will play a pivotal role in supporting medical planning operations and deployment execution. IHS members are eligible to participate in the Rosetta Stone online language learning center to assist in becoming more proficient in one of 20 languages offered. An IHS SEI is awarded to those who have met necessary criteria.

1.1.17. **RSV Training.** The RSV training tasks, which are identified in the RSV database located at https://afms.csd.disa.mil/kc/login/login.asp are the catalyst for training program development.

1.1.18. **Uniformed Business Office (UBO).** Personnel performing UBO functions should refer to the DoD UBO website, http://tricare.osd.mil/ocfo/mcfs/ubo/about.cfm.

PART II, SECTION D – TRAINING COURSE INDEX

1. Purpose. This section identifies some training courses available for the specialty. For a complete list go to: https://etca.randolph.af.mil/default1.asp.

1.1. **Air Force In-Residence Courses:**

Course Number	TITLE	DURATION	LOCATION
L8ABP4A031 01AA	Health Services Management Apprentice Course	36 days	METC - San Antonio, TX
L3AZR4A071 08AA	Medical Expense and Performance Reporting System Course	10 days	METC - San Antonio, TX
L7OZT4XXX 08AA	Health Care Optimization/Operational Seminar (Mobile)	4 days	Various Locations
L3OZR41A3 08AA	Group Practice Manager's Orientation (In-residence)	5 days	METC - San Antonio, TX
L7OZT41A3 08AA	Group Practice Manager's Course (Mobile)	5 days	Various Locations
L3ORR4XXX OOCB	Aeromedical Evacuation Contingency Operations Training (AECOT)	5 days	Camp Bullis, TX
LCORP4XXX OODA	Expeditionary Medical Support (EMEDS)	5 days	Camp Bullis, TX
L3OZR4000-00BC	Medical Readiness Management Course	10 days	METC - San Antonio, TX
E7AST1C351 OOCC	Status of Resources and Training Systems (SORTS) (Mobile Available)	3 days	Various Locations
L3ORR4XXX OOBA	Contingency Aeromedical Staging Facility (CASF)	5 days	Camp Bullis, TX
L5O2A4XXX 09AA	Homeland Security Medical Professionals Course	5 days	Various Locations
L5O2N4XXX 08AB	Joint Medical Planners Course	15 days	Bethesda, MD
L3AZR4A271 08AA	Medical Facilities Management	10 days	METC - San Antonio, TX
L5O204XXX 08CA	AF Medical Service Access Improvement Seminar	3 days	Various Locations

1.2. **AF Institute for Advanced Distributive Learning:**

COURSE NUMBER	TITLE
CDC 4A051	Health Services Correspondence AF Management Journeyman
CDC 4A071	Health Services Correspondence AF Management Craftsman
ZZ133097	AF Emergency Response Operations (AERO) – Command and Control Course
ZZ133096	AF Emergency Response Operations (AERO) – Introduction Course

1.3. **Exportable Courses**. There are no exportable courses at this time.

1.4. **Courses under Development/Revision**. Minor changes are being made to the apprentice course.

1.5. **Health Services Management Courses.** Health Services Management courses can be viewed on the Internet at: https://www.afms.mil/chiefscorner.

PART II, SECTION E – MAJCOM-UNIQUE REQUIREMENTS

1. Air National Guard (ANG).

1.1. **Purpose**: This section applies to all Health Services Management specialty personnel assigned to Air National Guard units.

1.2. **Proficiency Training**.

1.2.1. Prior to attending the Health Services Management Apprentice Course, ANG 4A031 personnel should complete duty-section proficiency training.

1.2.2. Proficiency training will be accomplished immediately following graduation from the Health Services Management Apprentice Course.

1.2.3. The ANG 4A0X1 Functional Manager may approve on a case-by-case basis 30 additional days for proficiency training.

1.2.4. The member will forward a copy of his/her technical school certificate to their unit of assignment. The ANG unit will then initiate upgrade action using AF Form 2096, **Classification On-The-Job Training Action** to award the 3-skill level and enter the apprentice in the appropriate training status code (TSC) "B" or "F".

1.3. **Formal School Waivers.** NGB/SGAT may grant waivers on a case-by-case basis. (OPR: NGB/SGAT, 3500 Fetchet Ave., Andrews AFB, MD 20762-5157)

PART II, SECTION F – DOCUMENTATION OF TRAINING

12. The Air Force Training Record (AFTR) serves as the single, automated repository for all medical enlisted specialty training. Consult the most current AFTR training message for detailed instructions regarding automated training documentation requirements.

13. Master Training Plan (MTP) (reference AFI 36-2201).

13.1. The Master Training Plan is a reference guide developed for each section that includes all facets of training for individuals assigned. It is to be used as a reference source for the type of training and documentation pertaining to each assigned member. The MTP is used to standardize training and to provide an overview of the training process for the duty section. The MTP is also used as a means to reduce the amount of paperwork previously required during the training process.

13.2. The Master Training Plan is an overview of training for the duty section. It should include all documents involved in the training process for the duty section. Training will vary from section to section and person to person, but there are certain documents that will be a standard requirement for all MTPs. They are listed below.

13.2.1. MTL.

13.2.2. CFETP.

13.2.3. Locally developed AF Form 797s.

13.2.4. Milestones for tasks and CDC completion (refer to AFI 36-2201).

13.2.5. Unit Specific Orientation Checklist.

13.2.6. Job descriptions/performance standards.

13.2.7. QTP required to perform peacetime/wartime duties.